

# Virtual Visiting FAQ: FOR FAMILIES AND VISITORS

## **I was told I could not come to visit.**

### **What are my options?**

At this time, visitor presence continues to be restricted. A Virtual Visit is not an in-person visit but rather completed through video technology or by a telephone call. This is an alternative option to keep you connected to your family member who is currently a patient at PRHC.

## **How do I make an appointment?**

You can book an appointment by phone at 705-876-5815 or email us at: [virtualvisits@prhc.on.ca](mailto:virtualvisits@prhc.on.ca)

## **I need to cancel my appointment.**

Please cancel your Virtual Visit appointment by calling 705-876-5815 or email us at: [virtualvisits@prhc.on.ca](mailto:virtualvisits@prhc.on.ca)

## **How many appointments can I book?**

Appointments are dependent on availability. We will make every effort to book appointments during this time. We want to do our best to ensure equal opportunities for families and patients throughout the hospital.

## **What type of technology device do I need to coordinate a Virtual Visit?**

We can use a variety of devices provided you have internet access. Common devices include: smartphone, iPad or tablet, laptop or computer with camera and microphone/speaker.

## **What programs or apps does PRHC use for Virtual Visits?**

Help us help you: prepare for your visit by downloading one of these programs to your device(s) prior to: FaceTime for Apple users and Google Duo for Android users. Help us help you by preparing for your visit and downloading these programs to your devices prior to booking your appointment.

## **I am not good with technology.**

We have user guides on our website and IT support available to help you by phone. Many people are new to using technology like this and with some over-the-phone guidance, we are having great success. We are happy to do a tutorial over the phone with you to practice prior to your Virtual Visit appointment.

## **Can I discuss care goals with the staff and my family member during my Virtual Visit?**

No, the purpose and scope of the Virtual Visiting Program is to provide non-clinical, social connections virtually. This is in response to temporary changes to our family presence/visitor policy due to COVID-19. Virtual visits through the Virtual Visiting Program are not intended for clinical use.

For clinical discussions, please speak directly to the patient's physician and/or healthcare provider to explore options available using Ontario Telemedicine Network (OTN).

## **Is it possible to have more family members from different households join the Virtual Visit?**

Yes, we encourage a maximum of four (4) callers per Group Virtual Visit. It is important to note that group visits depend on each caller's internet speed and connectivity, which may have an impact on the Virtual Visit.

## **How do I set up a Group Virtual Visit?**

After verifying that the other guests have installed or already have the application that is being used (Facetime or Google Duo) all we need is the phone number or email that is linked to the account. A trial is suggested at time of booking to help make the Virtual Visit with the patient go smoothly.

## **Spiritual Care Providers available upon request.**

We have a wonderful Spiritual Care Team here at PRHC, who are available upon request to facilitate your booked Virtual Visit.

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## **Virtual Visiting Contact Information**

[virtualvisits@prhc.on.ca](mailto:virtualvisits@prhc.on.ca)

705-876-5815 x. 5815

Monday - Friday from 9:00 a.m.- 3:00 p.m.  
and some holidays

