



1. What has been the most interesting thing you have done or a new hobby you have taken up since the pandemic?
2. What led you to want to participate today?

## Housekeeping Rules



- 1. All responses are valid.
- 2. Please be respectful of others
- 3. Practice active listening. Mute when not speaking.
- 4. Stay on topic.
- 5. It's okay to not participate.
- 6. Protect one another's privacy.
- 7. Participate by speaking or through the chat group!
- 8. This discussion will last 90-120 minutes with a break in between.
- 9. Message the host if you have a problem or question.

Virtual care is the use of video, telephone and/or email for communication and the delivery of health care between health care providers and patients.

## Experiences with Virtual Care

- What experiences have you had with virtual care such as video conferencing, if any?
  - How many did you have?
  - In what setting?
  - Who was the health care professional you were seeing?
  - New patient appointment or follow-up?
  - What did you use?
  - Duration of the appointment?

Poll: Health Care Preferences

## Quality of Care

- In what ways do you think the quality of patient care through virtual care is different than in-person care?
- What do you think are aspects of a successful virtual care visit?

Poll: Ability to choose

### Technology and Digital Literacy

- How might familiarity with technology impact one's ability to use virtual care?

### Communication

- In what ways do you think that virtual care may change your relationship (as a patient, family member or caregiver) with the health care professional, if at all?
- How might the ability to speak or understand English impact someone's ability to use or access virtual care?
- How might cultural differences affect access to or use of virtual care?

-----BREAK-----

### Geography

- How might rural residents benefit from virtual care?
- What challenges might rural residents face in virtual care?

### Social Factors

- How might income or the lack of income impact access to virtual care?
- How might social support systems impact access to virtual care?
- How might sex or gender impact access to virtual care?

### Health Care and Diversity (1)

- To what extent do you think virtual care is more suitable for some patients rather than others?
- How might aging impact access to virtual care?

## Health Care and Diversity (2)

- What challenges might persons with mental health issues face in virtual care?
- How might persons who are unable to give consent, like children or persons with cognitive disabilities, experience virtual care?

## Caregivers

- What might be some important considerations of conducting virtual care with a patient where caregivers and family members are also present?

| Poll: Caregivers |

## Conclusion

- If you had one final thought to share, what would it be?
- These are all the questions we have for you today. Do you have anything else you would like to discuss about virtual visits or any questions for us at this time?