

# Tips for your virtual diabetes visit

During the COVID-19 pandemic, it is important to continue to meet regularly with your health-care team. Your visit may be virtual (video, phone or secure messaging). These tips can help set you up for a successful appointment.

## Video Consultation or Secure Messaging



Choose your technology (e.g., smartphone, tablet, computer).

Test your internet connection and check your camera, microphone and headphones for sound and video quality.

Make sure your device is fully charged or plugged in.

Know how to connect (e.g., do you have to click on a link or sign into an online portal through a website or app?).

Make sure you have a comfortable, quiet and private place to sit in a well-lit room.

Prepare to take notes.

When ready, click on the link provided to you via e-mail or text message to complete your online check-in, if applicable.

If you have trouble connecting by video or through a portal, call the clinic and ask if you can speak with your health-care provider on the phone instead.

## Phone Consultation



Make sure your phone is easily accessible, fully charged or plugged in and working properly.

Make sure you have a comfortable, quiet and private place to sit for the visit.

Prepare to take notes.

You may receive a “No Caller ID” or “Private Caller” message when your health-care provider calls you.



**If you have any questions or concerns, contact your clinic prior to your appointment.**

**My health-care team's phone number:**



diabetes.ca  
1-800-BANTING (226-8464)

**DIABETES  
CANADA**