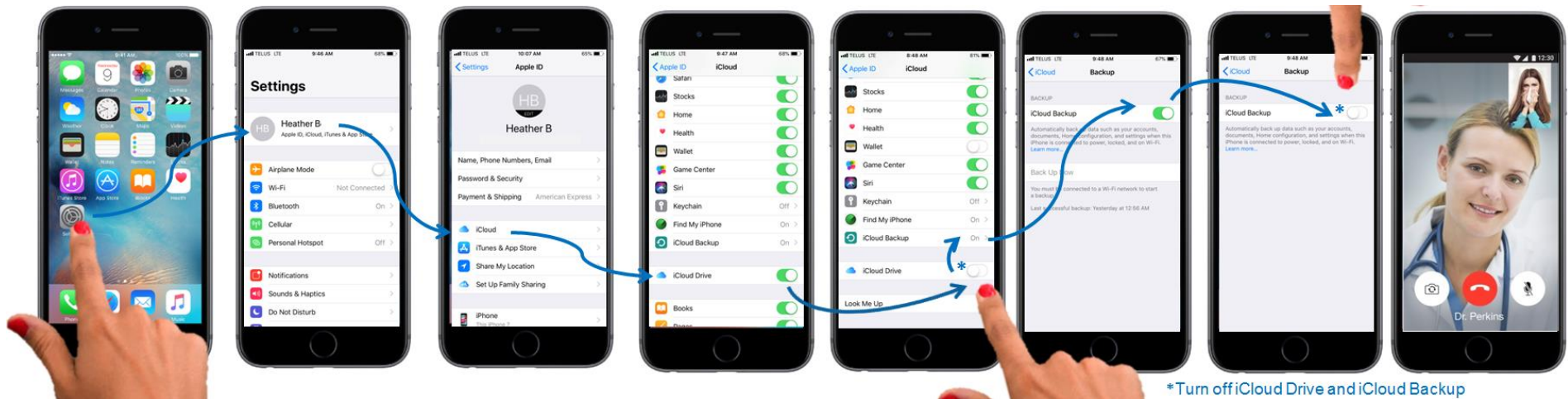


Vancouver Coastal Health (VCH) is working hard to provide patients with opportunities to have convenient and reliable access to healthcare services. We have heard from many patients that they would prefer to have a video visit with their care provider, rather than traveling into the hospital or clinic

Top 3 FaceTime Takeaways

- 1) To be successful in having a video visit, you will need the following equipment:
 - ✓ Apple Device (iPhone, iPad, Mac Computer)
 - ✓ Access to Wi-Fi internet or cellular network
 - ✓ A private space for your conversation
- 2) You may want to turn off your iCloud to ensure that no information from your session is stored on your iCloud to ensure privacy and security. Process for turning off iCloud is shown below:



- 3) If for any reason the technology does not work, your team will arrange an alternative appointment (phone or in-person)