



Welcome to PCVRS Virtual Care!

At PCVRS, we are committed to extending our service to remote areas and connecting with you in the ways you find most convenient. We are using electronic communication technologies (ECT) to reach these goals. This means, when appropriate, we can use methods such as telephone or video conference to provide services to you at a distance.

We use a platform called Adracare at our Lifemark based clinics to deliver services virtually. This innovative, online rehabilitation platform allows you to receive the care and support you need from the comfort of your own home.

Affiliate Providers may use a different virtual care system. Your provider will tell you what system they use and how to access it. This document outlines best practices and helpful tips while receiving virtual care, regardless of the system used.

Virtual appointments let you meet with and receive rehabilitation care and support from trained professionals. Please treat virtual appointments with the same level of respect and attention as you would an in-person appointment.

By preparing in advance, being present and engaged during the appointment, and following up on recommended next steps, you can ensure you get the most out of your virtual appointment and receive the care you need to maintain your health and well-being.

If you are attending a virtual appointment, we will send you a secure message with your appointment details and a link to access the call.



What to expect before your first virtual care session:



We will send you a secure message with your appointment confirmation and any necessary documents for your review.



Before your appointment, you need to review the “Compatible Devices” section below and let us know if you expect any issues connecting with us.









You must show a Government-issued photo ID to prove your identity at the start of your session.



You will get a secure message 24 hours before your appointment with a link to your session in the video conference platform. Please test your connection 15 minutes before your appointment and contact the clinic if you have any issues.

How to prepare for your virtual session

1. Ensure your device and web browser are compatible:		
Windows PCs running Windows 7+	<ul style="list-style-type: none"> • Google Chrome • Mozilla Firefox 	<ul style="list-style-type: none"> • Internet Explorer • Microsoft Edge 
Apple Macintosh computers running macOS v10.11+	<ul style="list-style-type: none"> • Google Chrome • Mozilla Firefox 	<ul style="list-style-type: none"> • Safari 
2. You may choose to use the following mobile devices to attend your session: (mobile devices cannot be used for Psychology or Interdisciplinary assessment or Psycho-vocational assessment services)		
Android devices (Android 8 - 10) Phones or tablets	<ul style="list-style-type: none"> • Google Chrome • Mozilla Firefox 	
Apple devices (iOS11+) iPhones or iPads	<ul style="list-style-type: none"> • Safari 	

Note: All devices must have a camera or microphone to use the program. Please send your Rehabilitation Service Provider Coordinator a secure message to let them know if your device is not compatible with your service type.

For the best possible experience during appointments, we highly recommend using a desktop computer instead of a mobile device. Desktop screens are generally larger and provide better functionality, which can greatly enhance your overall satisfaction with the appointment.

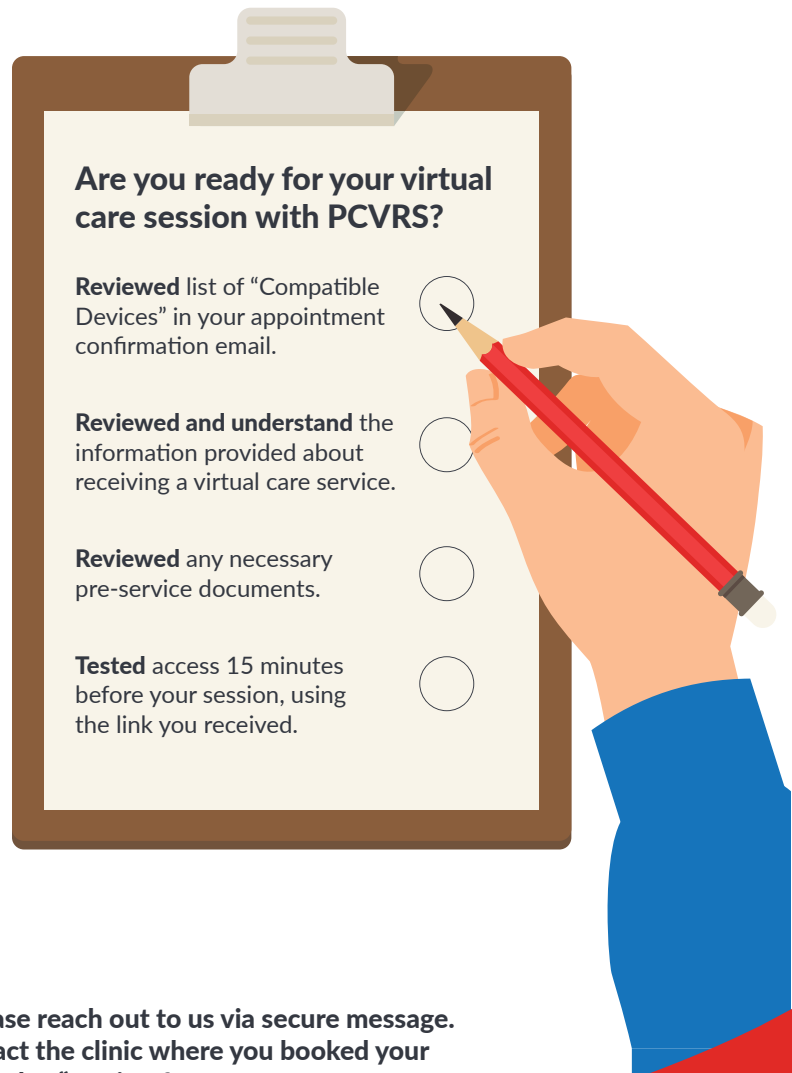
Protecting your personal information when using virtual care

Sharing information using electronic communication technologies (ECT) has some inherent risks; however, PCVRS has strict privacy and information security policies and procedures in place to address these risks.

Our virtual care providers are expected to meet the same regulatory and legislative requirements and adhere to their respective Standards of Practice and Code of Conduct, just as they are for in-person services.

At the beginning of your session, the provider will discuss and review your understanding of this information. In addition to the usual informed consent process, they will ask for your informed consent to receive services and transmit information via ECT platform(s).

Please reach out to your RSS if you or your provider feel that virtual care is limiting the quality or goals of your assessment.



If you have any questions or concerns, please reach out to us via secure message.
If you have technical issues, please contact the clinic where you booked your virtual service or use the “chat bot” option for support.