



Partners in Canadian Veterans
Rehabilitation Services™

Partenaires des services de
réadaptation aux vétérans canadiens™

Welcome to PCVRS Virtual Care!

At PCVRS, we're here to support you and make it easy to stay in touch, no matter where you live. That's why we use digital tools, like telephone or video conferencing, to connect with you. They allow us to provide services remotely whenever it's appropriate for your care.

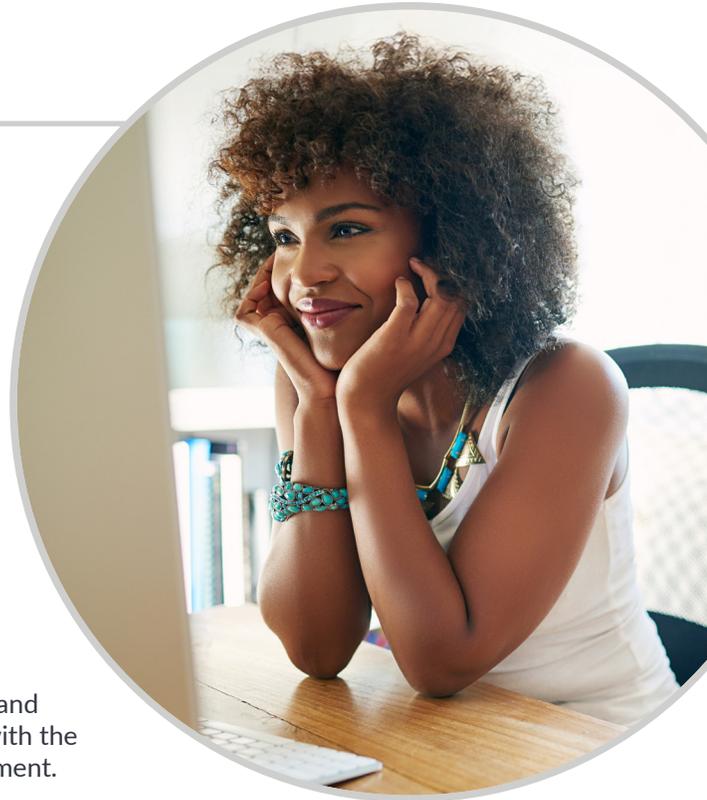
To deliver rehabilitation services virtually, Lifemark clinics use an online system called Adracare. This online tool allows you to get the rehabilitation care and support you need, all from the comfort of your own home.

Other providers may use a different online system for your virtual appointment. You'll get an email from your provider and a secure message from your Rehabilitation Service Specialist (RSS) with all your appointment details. Please remember to check your spam or junk folders. This guide offers advice and helpful tips no matter which system is 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 support you need for your rehabilitation journey.

If you are attending a virtual rehabilitation 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:



Your RSPC 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 must indicate your location at the time of your session, as providers are only able to provide services in their province of regulation.



You will get an e-mail 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.

Please note that the link to your appointment does not activate until your scheduled appointment time.

How to prepare for your virtual session

For the best virtual care experience, we strongly recommend using a laptop or desktop computer for your appointments. This allows you to be hands-free and ensures better compatibility with your provider's applications, including those used for reporting. Laptops and desktops also offer larger screens and improved functionality, enhancing your overall appointment satisfaction. If you do not have access to a computer, please refer to the table below for compatible browsers and devices.



Protecting your personal information when using virtual care

Sharing information using electronic communication technologies (ECT) has some 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 platforms.

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

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:

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.

Are you ready for your virtual care session with PCVRS?

Reviewed list of "Compatible Devices" in your appointment confirmation email.

Reviewed and understand the information provided about receiving a virtual care service.

Reviewed any necessary pre-service documents.

Tested access 15 minutes before your session, using the link you received.

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.