

Attending your palliative care appointment using virtual care

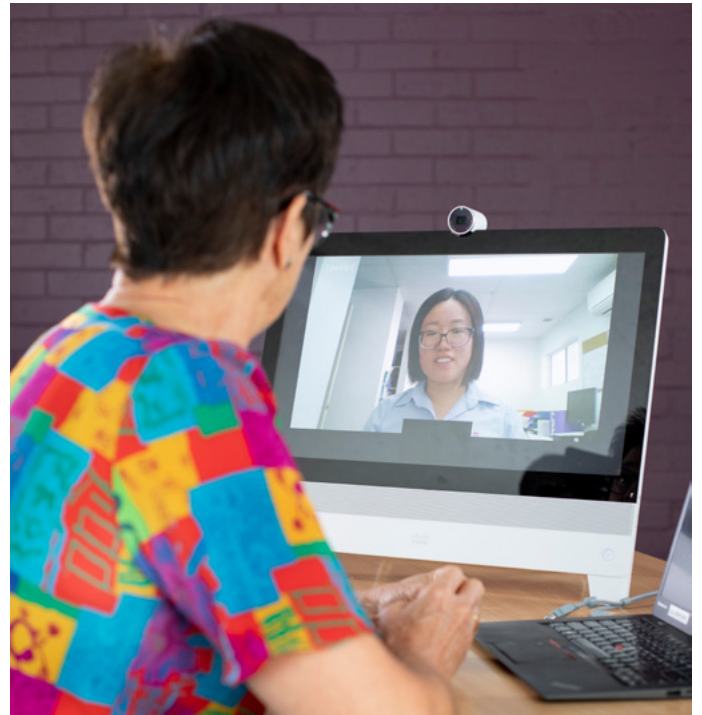
What is virtual care?

Virtual care is also known as telehealth. It lets you see or speak with your healthcare team using your computer, tablet or a smartphone. A virtual care appointment is like an in-person appointment, without having to travel.

Virtual care supports in-person care. You may like to use both options at different times, depending on your needs.

What are the benefits of a virtual care appointment with your palliative care team?

- Virtual care enables the important people in your life to support you and take part in your care. This means your family and carers can join your virtual care appointment, even if they can't be with you in person.
- Other members of your healthcare team can join the appointment too. This may include:
 - your general practitioner (GP)
 - a community health nurse
 - an allied health professional (e.g. social worker or occupational therapist)
 - other specialist clinicians
 - an interpreter. If needed, speak with your healthcare provider before your appointment.
- Quicker access to specialist palliative care when you don't need to be seen in person.
- Reduced time spent travelling and waiting for appointments.



What can be discussed during a virtual care appointment?

- Your symptoms and medications
- The well-being of you and your family or carers
- Discussions about your goals of care
- Emergency care planning
- End of life planning
- Practical issues such as equipment
- Education and advice for you or your local health teams when needed
- Bereavement support
- Troubleshooting, demonstrating tasks and teaching you and your family or carers.

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To prepare for your virtual care appointment, check that you have:

- a private area with good lighting where you will not be disturbed
- where possible, a family member or carer with you
- access to a good internet connection
- access to a computer, laptop, tablet or smartphone that has a camera, microphone and speakers
- a pen and paper nearby to write down notes
- a list of any questions you would like to ask
- a list of your medications
- a link to join your virtual care appointment.

If using myVirtualCare and you need more information, please read:

- [myVirtualCare user guide for patients and carers](#)
- [System requirements for the myVirtualCare platform.](#)

During your virtual care appointment

- Your healthcare team may recommend changes to your medications. You will be informed about new medications and how you can get them.
- Healthcare teams make sure that virtual care appointments are private and secure. They will not record your appointment.
- If you have a problem during your appointment, you can contact the service on the phone number on this form.

When is virtual care is not suitable?

Virtual care may not be suitable for everyone in all situations. For example,

- you may prefer to meet with your healthcare team in person
- your healthcare team may ask that your first appointment is in person. This is to get to know each other better, and will help make you feel more comfortable during sensitive conversations
- sometimes your healthcare team need to see you in person. If someone from the team cannot visit you, the team will ask you to attend an in-person appointment
- your palliative care team will tell you the care options. This lets you decide what best meets your needs.

For more information please contact us:

Clinician or provider name

Service name

Local contact number

Virtual care appointment link

Highlight the above appointment link, then copy and paste it into your web browser.