



# How to Prepare for Your Virtual Cancer Appointment?

## Video Virtual Cancer Appointments

Your Oncologist (cancer doctor) may book you for a video virtual appointment. This means, that you may speak to your Oncologist or primary nurse over a **Zoom video call**. Video appointments are decided by your Oncologist and could be based on your cancer type, test results, and other factors throughout your treatment.

## How will I know if I have a video virtual appointment?

Your healthcare team will tell you if you are being booked for a virtual video appointment. Please check with the reception clerk or nurse that we have the **correct email address** on file. The clerk will give you a print out of your video virtual appointment before you leave or it will be mailed to you.

**On the day of your appointment, you will receive an email with the Zoom link to join your appointment.**

## Here's an example of a video virtual appointment booking (given or mailed):

<b>Reason for Visit:</b> Patient Follow-Up	<b>Provider:</b> Oncologist (Cancer Doctor) Name
<b>Date:</b> Day/Month/Year	<b>Time:</b> 0:00 AM (Please log into your appointment 15 minutes before this time)
<b>Department:</b> Oncology (Radiation, Surgery, Medical Oncology)	<b>PHONE</b> 905-813-1100 x5159
<b>Mode of Visit:</b> Video	

**MORE INFORMATION**  
You will receive an e-mail message to the e-mail you have provided to us with the direct link to your appointment on the day of your visit. Please try to connect to the session using the link provided 15 minutes prior to the start of your visit.

You will be required to present your OHIP photo ID or another form of photo identification, so that we can confirm your identity prior to starting.

This visit will take place using Zoom. Ahead of your appointment, be sure that your technology is in working order, and that you are able to access Zoom

**TO RESCHEDULE**  
If for any reason you are unable to keep this appointment, please contact the office at 905-813-1100 extension 5159 to reschedule.

## What do you need to do to prepare for your video virtual appointment?

You will need to have a video-enabled phone, a computer, or iPad/tablet, as well as, the Zoom program to join your video virtual appointment. It is a good idea to arrange these at least one day before your appointment.



If you do not have Zoom installed on your computer, phone, or iPad/tablet, please access instructions for support below:

You can watch this video to help install Zoom



### How to install Zoom

<https://www.thp.ca/patientsupport/utilizingzoom/Pages/default.aspx>



Written instructions can be found in our online Patient Education Library:



### “How to Prepare for your Virtual Cancer Appointment”

<https://www.thp.ca/patientservices/CancerServices/for-patients/Pages/Patient-and-Caregiver-Library.aspx>



## When will I get the Zoom link for my video virtual appointment?

You will receive an email from the hospital at **6 a.m. on the morning that your appointment is scheduled**. It is important to check your junk or spam mail, if you do not see the email. If you still do not have an email, call the booking office by 8 a.m. at 905-813-1100 ext. 5159.

### The email will have the following information:

- ✓ A link to **join** Zoom video conference. No ID or password is required.

The link to click on and join your appointment will look like this:

[Click here to join appointment](#)

- ✓ A link to **install** Zoom locally will be included (we recommend having Zoom downloaded well before your appointment)
- ✓ A link to **test** your device (this will test your computer, phone, or iPad/tablet's camera and microphone for you)
- ✓ A contact number for assistance

## Here's an example of an email with the link to join your appointment:

**Provider:** Oncologist Name  
**Time:** \_\_\_\_ AM/PM  
**Date:** Day/Month/Year  
**Department:** Oncology (Radiation, Surgery, Medical Oncology)  
**Department Phone:** (---) \_\_\_\_ - \_\_\_\_

Click the link below to join the video visit on the day and time of your appointment:

[Click here to join appointment](#)

Please ensure you have your devices ready for your visit.  
To download and install Zoom on your device please [click here for Zoom installation and instructions](#)

To run a test of your device for the upcoming appointment please [click here](#)

FOR ASSISTANCE OR TO RESCHEDULE  
Contact the booking office at 905-813-1100 ext. 5159

## What should I have with me for my appointment?

Try to sign into your appointment link approximately 15 minutes early to check that your microphone and camera are working.

You will be put into a **virtual waiting room** until your healthcare team signs in to start your appointment. You will see a Trillium Health Partners logo which will tell you are you in the right spot.



**NOTE:** Similar to in-person visits at the hospital, **there can be delays** in appointment times. **Please do not leave your meeting** until your healthcare team signs in. If there is more than a 30-minute wait, stay in your meeting and please call your primary nurse or booking office to ask about delay times.

## Have with you:



**Health Card** or other photo identification



**Questions** you want to ask your doctor, nurse, or any member of your healthcare team.



**Care Partner** (family member, friend, or partner) to help you keep track of the information and provide you support.

## Who can I talk to if I have questions/concerns about video virtual appointments?

If you have any questions about having a virtual appointment, please talk to your healthcare team.