

Virtual Visiting FAQ: FOR FAMILIES AND VISITORS

I was told I could not come to visit.

What are my options?

At this time, visitor presence continues to be restricted. A Virtual Visit is not an in-person visit but rather completed through video technology or by a telephone call. This is an alternative option to keep you connected to your family member who is currently a patient at Quinte Health.

How do I make a Virtual Request?

You can book an appointment by completing the form on the Quinte Health website.

I need to cancel my Virtual Request.

Please cancel your Virtual Visit appointment by emailing us at: virtualvisit@qhc.on.ca

How many requests can I book?

Appointments are dependent on availability. We will make every effort to book appointments during your preferred times. We want to do our best to ensure equal opportunities for families and patients throughout the hospital.

What type of technology device do I need to coordinate a Virtual Visit?

You can use a variety of devices provided you have internet access. Common devices include: smartphone, iPad or tablet, laptop or computer with video and microphone/speaker. For microphone and speakers, headphones with a built-in microphone is a good alternative.

What programs or apps does Quinte Health use for Virtual Visits?

We primarily use Zoom. Help us help you: prepare for your visit by downloading the Zoom app. You do not need an account as we will send you a link through the email address you provided us.

I am not good with technology.

Many people are new to using technology like this and with some over-the-phone guidance, we are having great success. We are happy to do a tutorial over the phone with you to practice prior to your Virtual Visit appointment.

Can I discuss care goals with the staff and my family member during my Virtual Visit?

No, the purpose and scope of the Virtual Visiting Program is to provide non-clinical, social connections virtually. This is in response to temporary changes to our family presence/visitor policy due to COVID-19. Virtual visits through the Virtual Visiting Program are not intended for clinical use.

For clinical discussions, please speak directly to the patient's physician and/or healthcare provider.

Is it possible to have more family members from different households join the Virtual Visit?

Yes. It is important to note that group visits depend on each caller's internet speed and connectivity, which may have an impact on the Virtual Visit.

How do I set up a Group Virtual Visit?

After verifying that the other guests have installed Zoom, we ask that the Requestor sends the email link to the group. A trial is possible at time of booking to help make the Virtual Visit with the patient go smoothly.

Virtual Visiting Contact Information

virtualvisit@qhc.on.ca
Mon-Fri
7:30 a.m.- 3:30 p.m.