



South Hill Virtual Appointments

Thank you for allowing us to offer you medical care through telemedicine. We have launched this to help you comply with social distancing while still getting your healthcare needs met.

At South Hill we can do this via phone calls or video calls. If your provider feels a physical exam is urgently needed, they will then book you in for a follow up exam, typically the same day as your virtual appointment. This is the only way to get an in-person appointment.

For online booking:

1. Go to [South Hill Online Booking](#)
2. Select your care provider
3. Select if you would prefer a phone or video appointment, if for some reason this option is not available (for locum doctors for example) simply write "Phone" or "Video" in the reason for your visit section.
4. Please also provide the best contact number in the reason for visit (e.g. cell phone number).
5. If you start with a phone visit, and the doctor thinks it would be helpful to switch to a video visit, this is easily done during your appointment.

If you have booked a phone visit:

1. Please be by your phone 5 min before your appointment begins, we'll do our best to call you on time.
2. Ensure you do not have "silence unknown callers" or blocks on your phone as you won't receive our call.
3. If you are in need of a prescription renewal, we would be so grateful if you have the name, address and fax number of your pharmacy ready. If we don't usually prescribe this med for you, can you also have the name and dose of your medication ready.

If you have a booked video visit:

1. You will receive a confirmation email 48 hours prior to your appointment with a link to our virtual clinic <https://southhill.doxy.me/>
2. Log in and select your provider (the person who you booked with).
3. There is a "precall" test button on the bottom left of the doxy.me screen if you want to test your mic/speaker.
4. If your provider can't connect with you for some reason, they will call you.
5. If you're not in the room at your assigned time the provider will try sending you a link directly to your cell phone, just click, click "yes" to video and connect.
6. If your provider loses contact with you mid-call they will call you back on the phone.

Frequently asked questions for Video Calls:

1. **Do I need to sign up for an account?**

No, as a patient you don't need to create an account with doxy.me (the program we are using) to see your provider. You can simply go the provider's link sent in your confirmation email. You will check in and your provider will start the call when they are ready.

2. **Is this secure?**

All data is encrypted, patient's sessions are anonymous and no patient info is persistently recorded or stored. The AES cipher with 128-bit keys to is used to encrypt audio/video, and HMAC-SHA1 to verify data integrity. This program is widely used across Canada for this purpose by health care providers.

3. **Is this free? What is the cost?**

Doxy.me is free for you to use if you have MSP.

4. **What is the best browser to use?**



Thank you for helping us help you,
South Hill Team