

# Virtual cancer care checklist for healthcare providers

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A checklist can be a great way to help you and your patients stay on track with virtual cancer care appointments. You can print this checklist or save it to your device.

## Before the appointment

Before offering virtual care, talk to your patient about their expectations and make sure that virtual care is appropriate for them.

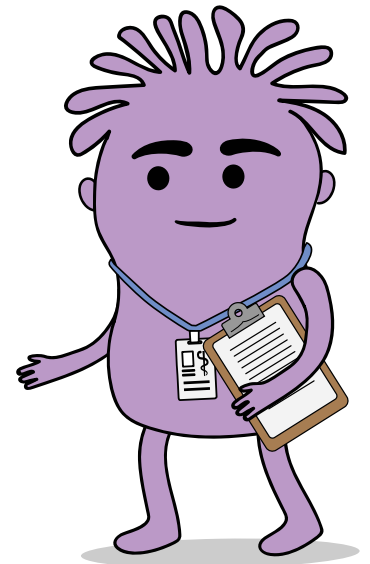
Ask your patient about their preferences, such as if they have any concerns about privacy or information being shared with a caregiver or support person.

Make sure your patient has a copy of any medical information (such as scans, blood tests or imaging test results) that you plan to discuss with them during the appointment.

Talk to your patient about any accessibility needs before scheduling a virtual care appointment. They may need extra support to set up and use technology.

Make sure your patient knows how to connect with you for the virtual care appointment, including what to do if the call gets disconnected.

Try to find a quiet place to take the call, such as a private office.



## During the appointment

Consider using headphones during the appointment to help reduce background noise and maintain patient privacy.

When you turn your camera on, check that you can see yourself clearly and nothing is blocking the camera. Find good lighting by facing a window or sitting in a well-lit room.

Go over next steps with your patient at the end of the appointment. Allow time for them to ask questions. Let them know what they should do if they have questions after the appointment.

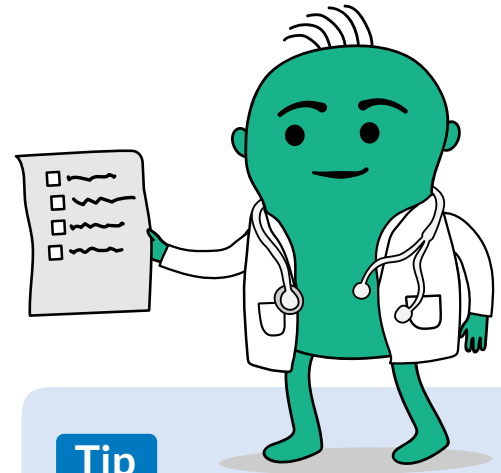
Talk to your patient about whether they are comfortable continuing with virtual care.

## After the appointment

If a recording or transcript of the call is available, share it with your patient.

Follow up with your patient after the appointment to clarify any information. You may want to tell them about support services such as the Canadian Cancer Society's:

- Cancer Information Helpline (1-888-939-3333)
- Community Services Locator ([cancer.ca/csl](https://cancer.ca/csl))
- online peer support community ([CancerConnection.ca](https://CancerConnection.ca))



### Tip

If your patient lives in a rural or remote area, they may have an unreliable internet or phone connection. This can make it harder for them to access virtual cancer care. Talk to them to find out if there are any barriers preventing them from accessing virtual care. Your team may be able to help.

For more tips, visit our Virtual Care Resource Hub at [cancer.ca/virtualcare](https://cancer.ca/virtualcare).