

PREPARING FOR YOUR VIRTUAL CARE CONSULTATION



Some in-person appointments with pharmacists can now be completed virtually to reduce travel to pharmacy and risk of exposure. This guide will assist you with preparing for your virtual care consultation.

What equipment is required for a virtual care consultation?

- A smartphone, tablet, desktop or portable computer with a camera, speaker, microphone or headphones with an integrated microphone;
- Internet access with a minimum speed of 10 Mbps;
- Create your Reacts™ account from the email invitation sent by your pharmacist;
- Install the Reacts™ application on your mobile device.

What are the precautions to be taken on the day of the appointment?

- Set yourself up in a calm, private area;
- Do not sit with bright light behind you
- If internet connected is limited, ensure that your internet connection is being used only for your virtual appointment.
- Have a telephone nearby during the virtual appointment in case of an interruption;
- Have all medications or medication list with you

VERY IMPORTANT:

- Complete the registration and access your Reacts account at least 12 to 24 hours before your first appointment.

Should you encounter a problem while creating your Reacts account, speak to your pharmacist for assistance.