Save time with virtual care visits

Sickkids has provided virtual care visits for many years, but in recent months your child may have had more opportunities to receive care this way, from eye exams to physiotherapy. We have been working to improve visits to serve you better.

What is virtual care? Virtual care is health care over a distance. Instead of coming to the hospital, the appointment takes place using a telephone, computer or mobile device. It’s another option for you to connect with your child’s health-care team to receive convenient, high-quality care.

What virtual care is not. Virtual care is not a substitute for in-person visits when your child needs to have a minor procedure, certain types of bloodwork or there is an emergency. Your clinical team will discuss with you if an appointment needs to be in-person or virtual. There are more than 50 clinics at SickKids and all of them will offer some appointments virtually. Here’s what you need to know:

- *MyChart* is a secure online patient portal that makes virtual visits even easier. Sign up today: [https://sickkids.ca/patient-family-resources/mychart/index.html](https://sickkids.ca/patient-family-resources/mychart/index.html)
- Your child’s clinical team will provide you with instructions on how to join your virtual appointment ahead of time
- Your privacy is very important and the clinical team will ensure any information you provide during a virtual visit is secure
- The hospital does not charge for virtual visits, but you could be charged by your Internet or cellular service provider depending on your plan
- SickKids will work to ensure that all families have equitable access to care. If you do not have the technology needed to participate, please talk to your health-care team and they will help to find a solution that is right for you.

Please scan the code with your cellphone for more information or ask your health-care team if you have any questions.

Thank you.