

Everything you need to know about Virtual Care

Platforms

Dr. Ann-Marie Regina, ND will be conducting virtual appointments to minimize potential spread of infection. Not all appointments will be conducted virtually as some treatments and assessments require in-person care. There are three platforms that will be used for virtual care:

1. **Jane electronic medical records app**

Please watch the video & read the short instructions below before your appointment to learn how access your virtual appointment.

<https://jane.app/guide/telehealth/how-to-join-your-online-appointment-for-patients>

2. **Doxy.me**

Doxy.me is the second option if there happens to be an issue with Jane's telecare. Please watch the quick 45 second video below on how to access your virtual appointment.

<https://www.youtube.com/watch?v=KQ8dVtbnWx8>

3. **Phone Consult**

Virtual care includes phone consults. Dr. Ann-Marie will call you for your allotted appointment if you choose this method of care over the above two.

Privacy & Security

Confidentiality is Dr. Ann-Marie's top priority with this evolving form of care. All methods of virtual care are [PIPEDA](#) compliant. This means that all appointments are encrypted and cannot be recorded or saved. Dr. Ann-Marie will conduct appointments in a secure location with doors locked to ensure total privacy. Dr. Ann-Marie cannot guarantee privacy if you choose to conduct your appointment in a public area in which others can see or hear the appointment. You will be given a consent form to fill out prior to your appointment.

Price & Insurance

The price of virtual visits will be the same as in office visits. Most insurance companies will cover telemedicine and virtual care. Please check with your health insurance provider under naturopathy act if you have insurance or if it has changed.

Duty of the Naturopathic Doctor

To provide adequate treatment, assessment and diagnosis physical examinations must be performed on the patient. Certain conditions may require in-person visits and telemedicine may not be sufficient in some cases. Dr. Ann-Marie will use her discretion to constitute when telemedicine and in-person visits are deemed appropriate.