

PEXIP: What does it mean for you, the patient?

Pexip is a virtual tool to sustain continued care and health care supports to individuals who cannot attend in-person appointments.

Pexip is a secure web-based program that allows your health care provider to visually see you for an appointment in a virtual meeting room (VMR), and to continue to support your wellness journey when it is best for you to remain where you are or when you are unable to attend in person. The SHA recognizes the need to support and assess your care when it is best for you to remain in your current environment.

What do I need to do?

In order to use Pexip, you require an internet enabled device (e.g. desktop, laptop, tablet or smart phone) with a camera and good sound capabilities to interact with your health care provider.

Optimum User Experience Settings						
Device Type	Wired	Wi-Fi	Data/LTE	Bandwidth Setting	Browser	Overall User experience
 Desktop	✓		N/A	High	Google Chrome/ Desktop App	Very Satisfactory
		✓		Medium	Google Chrome/ Desktop App	Satisfactory
 Laptop	✓		N/A	High	Google Chrome/ Desktop App	Very Satisfactory
		✓		Medium	Google Chrome/ Desktop App	Satisfactory
 Mobile Phone	N/A	✓	✓	Low	Mobile App	Satisfactory
		Medium		Mobile App	Satisfactory	
 Tablet	N/A	✓	✓	Low	Mobile App	Satisfactory
		Medium		Mobile App	Satisfactory	

How To Change Pexip Bandwidth settings:
Click the Settings  icon at the top right corner. *Medium* is the default quality and the recommended option. Switch to low quality in low bandwidth situations.

Your health care provider will require your email address to provide you with the link to the virtual appointment room and for any future appointments. Your provider may also use your email to contact you to ask for your feedback on the virtual care interaction.

You are responsible to ensure your personal computer, mobile device, home internet or Wi-Fi connection is secure.

Does it work with Apple products? What if I have an android device?

As long as your device has Wi-Fi or data available to you at the time of the appointment then you are eligible to participate.

What if I don't have a computer or a device that can be used for this virtual care appointment?

The SHA is here to assist you and we will work with you; your continued wellness and the wellness of our team is the SHA's focus. The SHA can offer a Telehealth appointment from a health centre in your community or your provider will explore other options, such as conducting a telephone consultation.

How do I sign up?

Your health care provider will determine if you are eligible for virtual care involvement. We encourage you to discuss your care plan with your provider to determine the best course of care designed for you. An information package will be given to you after your care plan is assessed and you are approved to receive care through virtual meetings.

Can I have a support person with me for my appointment?

You determine who you want to be part of your wellness journey. To be respectful of all participants, the SHA asks that you identify any person, visible or otherwise, in the room with you during your virtual appointment.

What if I am the health care proxy for the individual patient and the patient requires an interpreter?

The SHA has contracted CanTalk to provide interpretations for all patient encounters. The SHA would invite CanTalk to the virtual encounter as the professional go between.