

Your Virtual Care Experience

We are committed to the following:

Ensuring Your Privacy

- Your health information is confidential. You have the following rights:
 - To know all people at your location and why they need to be there.
 - To know all the people at the health-care providers' location and why they need to be there.
 - To request that any person not stay in attendance.
- Our Virtual Care solutions are safe and secure to use.
- Using VirtualCare is voluntary; you and your health-care provider can discuss other ways to meet.

Providing the Experience You Deserve

- You will be treated with respect and dignity during your virtual appointment.
- You will be given instructions before your virtual appointment.
- We take great care to make sure our facilities are clean and safe.

We Want to Hear From You

- Share your feedback with us:
 - Speak directly to your health-care provider.
 - Phone the SHA Virtual Care team (toll-free): 1-833-337-6602