

MYELOMA CANADA
MAKING MYELOMA MATTER

VIRTUAL CARE

APPOINTMENT PLANNER

Designed for Canadians living with multiple myeloma, *this planner is intended to help you navigate the use of virtual healthcare services. The following pages can be printed, filled in on your computer, and/or modified to suit your needs.*

To best manage your journey, we recommend using this resource in conjunction with the Myeloma Canada Virtual Care Information Guide which is available on the Myeloma Canada website.

Step 1: Book your appointment

There are pros and cons to both in-person and virtual care, so if you're offered the choice to have an appointment in-person, or remotely, either virtually (video chat) or by phone, it's important to select the option *that best suits your needs.*

You can ask yourself the following questions to help you choose an...

IN-PERSON OR VIRTUAL APPOINTMENT?

1. Why are you booking this appointment?
2. What do you want to get out of this appointment, i.e., what is its purpose?
3. Is it a routine appointment (e.g., check-up), or in response to an acute issue?
4. How long is the appointment expected to be?
5. Do you think a doctor needs to see, or feel, something at this appointment?
6. How comfortable do you feel being at the doctor's office?
   - Is the present risk of contracting a virus or infection too great?
   - Would the trip worsen any symptoms (e.g. pain, inflammation, etc.)?
7. How easy is it to travel to your appointment?



APPOINTMENT DETAILS

Record the details of your appointment, including how it will be conducted and what kind of device or software it will be conducted through. If you're not familiar using the device/software needed, *test it out beforehand.*

#	Date	Time	Device and/or Software Needed*	Tested?
1				
2				
3				
4				

*e.g., Zoom on a computer, tablet or smartphone, etc.

Step 2: Prepare for your appointment

PRE-APPOINTMENT CHECKLIST

Is everything you need for the appointment ready and accessible?
(Check all that apply and/or add anything specific to you!)

- ☐ A full device battery, or accessible charger
- ☐ A quiet place to take your call and where you can also jot down notes during the call
- ☐ Any test results or bloodwork
- ☐ Provincial Health Card number (e.g., BC Services Card,OHIP card, RAMQ, etc.)
- ☐ Cancer centre or hospital card number, if you have one (and applicable)
- ☐ A list of questions for your healthcare provider, and/or topics you want to address during the appointment
- ☐ A list of all drugs and/or natural supplements you're taking (and their active ingredients)
- ☐ A list of the prescription numbers for these drugs and the pharmacies/hospitals that provide them, including their fax and phone numbers
- ☐ Your current weight
- ☐ **All** of your **healthcare providers' full names** and **contact information** including phone number, **fax number**, and address



QUESTIONS FOR HEALTHCARE PROVIDERS

#	Questions I want to ask	Answers
1		
2		
3		
4		



Step 3: Your virtual appointment

Refer to Myeloma Canada's **Virtual Care Appointment Guide** for tips on having successful appointment. **Remember to take notes during the call**; you can record the answers here for future reference.

APPOINTMENT NOTES:

Date **Practitioner Name**

Notes :

Date **Practitioner Name**

Notes :

Date **Practitioner Name**

Notes :

Date **Practitioner Name**

Notes :



Step 4: Post-appointment follow-up

Write down any words or concepts from the appointment that are new to you, or that you may need more clarity on.

- When you have time, refer back to this list and do **your own research** (online, at libraries, through support group conversations) to help you better understand the items on this list.
- Finally, record the sources your information came from, **especially if you want to discuss the subject further with your doctor.**

Words/Concepts	What I've learned	Where I learned it



Anything Else?

- ☐ Do you need to fill or refill a prescription?
- ☐ Make an appointment with another healthcare provider?
- ☐ Put the date of your next appointment in your calendar
- ☐ Other

Myeloma Canada has a wealth of resources and information on myeloma, its treatments, clinical trials, drug coverage and much more. These are all available to you, at no charge, on our website at **www.myeloma.ca**...

it's a great place to start!

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