



Telemedicine

What to Expect

The College of Physicians and Surgeons of British Columbia is committed to your protection and safety. This is a summary of what you can expect when receiving medical care via telemedicine from a physician. Telemedicine refers to medical care that is provided through technology and not in person, such as over the telephone or through a video call.



General expectations

Before providing you with medical care via telemedicine, a physician who does not have an ongoing treating relationship with you must:

- tell you their name, where they are located, where they are licensed, and what type of physician they are,
- confirm your identity, and ensure that the identities of all other participants (such as other health-care professionals) involved in the telemedicine encounter are disclosed,
- ask for your consent before continuing with the telemedicine visit,
- explain the appropriateness, limitations, and privacy issues related to telemedicine, and
- make sure that everyone involved is using appropriate technology (such as confirming that the devices used are operating on a secure network).

During the telemedicine visit, a physician must:

- provide an appropriate medical assessment based on your current symptoms or condition, history, medications, and limited physical examination, and
- not prescribe opioid, psychotropic medications or cannabis unless they (or another licensed health-care practitioner with whom they are in direct contact) have personally examined you or have an ongoing treating relationship with you.

Following the telemedicine visit, a physician must:

- maintain a medical record of the consultation according to professional and legal requirements,
- make sure that you have access to your medical record and that your record is available to other health-care professionals who may be providing you with ongoing care and treatment, and
- communicate appropriately with other health-care providers involved in your care.

To learn more, read the College's practice standard [Telemedicine](#).