SASKATCHEWAN VIRTUAL VISIT SYSTEM

Frequently Asked Questions (FAQs)

October 2025

	Question	Answer
	Clinic Set-Up	
1	Appointment Reasons - Are the 'Add/Remove/Edit' settings specific to a provider or are they clinic specific?	The 'Add' feature is provider specific. The 'Remove/Edit' features depend on whether it is a 'system default' reason or a 'provider specific' reason.
2	Patient Self-Booking - Is this feature available? If so, is it provider specific or clinic specific?	The patient self-scheduling feature is disabled at this time. If enabled, it is a clinic-wide feature.
3	As a clinical user, do I need to install an app on my desktop to use this platform?	No, the platform works on a dedicated webapp. After taking the following steps on a laptop/desktop, they access the complete platform on the web at https://virtualvisit.saskatchewan.ca/ or may download the 'SK Virtual Visit' app which contains limited features only: 1. request a SK Virtual Visit account, 2. be invited by email to join a virtual clinic, 3. create their account, and 4. join the virtual clinic they are invited to
	Question	Answer
	Inviting Patients	
4	If two patients share an e-mail address (e.g., spousal account), can they both be invited to a clinic using that same e-mail?	E-mail addresses are unique account log-in identifiers; therefore, each user will need to use a unique e-mail address to create and log into their account. This also protects the privacy of all individuals' healthcare records and medical history.
5	Will the system catch duplicate e-mail addresses?	The system will only allow for one user to create their account using a shared email address. If a second user tries to create their account with an email address that has already been taken, they will receive an error message.

6	If the patient does not have an e-mail address or phone number, are they still able to be invited to create a SK Virtual Visit account and join a virtual clinic?	For a patient to create an account and join a virtual clinic, they do require an email address. If they do not have an email address, do not wish to create an email address or simply do not want to create a SK Virtual Visit account, they can still be seen virtually by a healthcare provider using the platform's 'Meet Now' meeting feature. They would be invited by email to attend a 'Meet Now' meeting with the unique meeting hyperlink, ID and passcode.
	If the clinic does not have a patient's e-mail address or mobile phone number, is it still possible for the clinic to invite the patient to create a SK Virtual Visit account and join their virtual clinic?	An invite code is generated with ALL clinic invites, regardless of whether an email address/ mobile number are entered or not. The patient can be given this invite code to join your virtual clinic.
	Is there a printable handout with the invite code to provide the patient, if they happen to be physically in the clinic?	There is not a printable feature within the platform at this time, however the clinic can create a printable handout that includes the patient's invite code, if they wish.
7	Does the invite code remain active until it is used, or does it expire?	It expires after 30 days.
8	If resending an invitation to a patient to join a virtual clinic, is a new invite code generated?	If clicking 'Resend Invite' from the list under 'Invited Patients', a new invite code is not generated. If the invitation under 'Invited Patients' is 'Removed' or expires and the patient is re-invited under the 'Invite Patients' section, a new invite code is generated.
	Question	**Answer**
	Consultations / Quick Meetings	
9	During a 'Meet Now' session, will attendees be notified when someone else joins?	The meeting host is notified when someone else attempts to join a "Meet Now" meeting; the host will have the option to accept or decline their entrance. Note: All participants in a video meeting can see all others who are in the meeting (under the 'Participants' button).
10	Are participants immediately admitted into a video meeting or do they have to wait to be admitted?	For security purposes, participants from outside the host's virtual clinic are unable

		to enter a video meeting unless the host accepts them. If they are declined entry or removed from a video meeting, they will receive a message, 'Admission Declined' and will be unable to join. Invited care team members from the host's virtual clinic will automatically join.
11	What is displayed when patients are contacted through the platform by phone? Are patients able to call back if disconnected?	They will see a 1-833 number displayed when being called. There is no callback feature available, however, the physician can initiate the call again from their end.
12	Can we set consultations to low bandwidth?	No, the application is designed to automatically scale to the available bandwidth.

	Question	**Answer**
	Scheduling	
13	If patient self-scheduling was enabled for my clinic and a patient cancels their appointment, would I be notified?	Yes. You can be notified via e-mail and/or SMS text message. These preferences can be managed under Account --> Notifications
14	Can "Daily" be added to the drop-down occurrence menus? (e.g., shifts, time off, appointments, etc.)	Appointment occurrences have been updated to 'No Repeat (one time), Daily, Weekly, Monthly, Yearly & Custom'
15	If the patient and provider agree to meet earlier, does the appointment show at the original time?	Yes, it still shows at the original time. You would then have to cancel the meeting in the schedule so that time becomes available for another appointment.
16	If patient self-booking is turned off, do you still have to enter the clinician shifts?	No. Patient consultations and meetings can be scheduled without having a clinician's shift entered, by selecting 'Specific Time' on the 'Schedule Appointment' screen.

	Question	**Answer**
	Platform Questions	

17	Can we add a 'Print PDF' option for screens, such as Patient Info and Appointment Info?	Yes, it can be built, but must be requested and approved through eHealth first. Note: There are privacy considerations with this feature.
18	What is the timing for codes to expire within the system?	• 'Meet Now' meeting invite codes expire at the end of the call, such as when the video meeting host clicks 'End Call for All' or everyone leaves and no one returns after approx. 20 minutes • Invite codes for adding additional participant(s) to a consult expire after approximately 11 days • Invite user to clinic codes expire after approximately 30 days
19	Is there an ability to add dependents within the platform?	The dependent's feature within the application had to be removed as there were privacy and security concerns. Depending on the clinic's protocol, dependents may have their own account created by their guardian, be seen under their parent's account or be seen via a 'Meet Now' meeting.
20	What is the technology used in the backend for the video consultations?	WebRTC, with Vonage's Canadian Data Center as the video provider.
21	Many of our staff have older computers; what technology is needed/used?	Technical Requirements can be found here: What are the Technical Requirements to Access SK Virtual Visit? What Are The Electronic Requirements to Use Virtual Healthcare?
22	What is the purpose of the 3-hour window between when a clinician archives a consultation and when it gets archived?	This allows time for the clinician or their admin to go back into the consultation, and add notes or perform other necessary actions. In addition, during this 3-hour window, patients are able to come back and ask questions.

23	Is Archiving the same as closing a 'Meet Now' video meeting?	Yes, archiving a consultation is the same as when a video meeting host selects 'End Call for All'.
24	Can the 'Feedback' feature be customized?	No, this is a standard feature, however it is currently disabled.
25	Can multiple participants be dialed into a 'Phone Meeting'?	No, this workflow is for a 1-on-1 phone call. However, once in a 'Video Meeting', a host can 'Dial in' multiple participants by phone.
26	Can someone call into a video chat with a phone?	No, to join a video chat by phone, a participant must be dialed in by the meeting host, after the video meeting has started.
27	Can a participant on the video call dial in someone to join the video call?	Only the meeting host can 'Dial In' another participant by phone. The host can do this on behalf of another participant.
28	Can patient information be changed by the clinician or admin?	No, only the patient can change their account info.