

Urology Clinic Visits @Home

Your Time Is As Important As Ours

Your Paediatric Urology team at SickKids knows that coming to visit us takes a lot. Your time travelling, parking, and your expenses for food and travel, not to mention time off work, adds up. If your next visit is only to see the team and you don't require same-day testing, then we'd like to offer you the opportunity to **meet with us from the comfort and convenience of your own home** using your personal computer, laptop, or tablet.

How It Works

Through the **Ontario Telemedicine Network** we can meet with you and your child in your own home using a secure link to your web browser. We'll provide you a date, a 60-minute time window, and easy instructions. Not having to look for one day to coordinate both in-hospital tests and your visit provides much greater flexibility for scheduling the testing. Of course, you may still choose to visit us at any time as well.

What You'll Need

You'll need working laptop or desktop PC or Mac, or a tablet. Any browser, such as Safari, Chrome or Firefox, should work fine. Of course, your computer also needs a working video camera, mic and speakers (built in or plug in). You'll also need a reasonable Internet connection speed, wired or wireless. We recommend you conduct your video clinic visit only while you're at home and not from any other location.



What We'll Need

If you wish to have your visit with us at home, we'll need your email address and a phone number in case we need to call you before your appointment. After you get your appointment, we'll send you two things by email: a private and unique link for your web browser and a PIN number. These 2 items ensure a secure connection between your home and SickKids over the OTN. And don't worry, if you lose your link or PIN before your appointment, we can re-send them.

One Time Easy Set-Up

The first time you connect with us from home, you'll need to install a small OTN security application called **Vidyo** on your computer or tablet. Set-up is easy and we'll walk you through it with a short video. You may view the video [here](#).

The Day of Your Urology Clinic Visit @Home

On the day of your home appointment, at the top of the hour, open your browser and enter the link we provided in your email. Enter your PIN number when asked. Keep your browser running and stand by. We'll connect with you during the designated hour. That's it. You may want to write down any questions you may have before we connect. We'll have results available of any testing you had done at SickKids prior to the home visit.

We look forward to bringing you an easy and stress-free clinic visit experience!

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For more information, please visit
www.sickkids.ca/urology

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