

What are the prerequisites to attend a virtual visit?

- Have the **required equipment** (smartphone, tablet, desktop or portable computer with a camera, speaker and microphone, or headphones with an integrated microphone).
- Have Internet access with at least 10 Mbps speed.
- Create a Reacts account from the invitation email sent by your health professional.
- Install the Reacts application on the chosen device.
- If you are unsure about the performance of your audio-visual equipment or internet connection, you can test these parameters by [clicking here](#) to access a page designed for this purpose.

On the day of the appointment

- Have your phone nearby during the virtual visit should there be technical problems.
- Have your health insurance card handy.
- Find a quiet private room to ensure confidentiality.
- Keep your computer screen away from daylight.
- Make sure your Internet connection is being used only for your virtual visit.

VERY IMPORTANT

- Take some time to get familiar with Reacts 12 to 24 hours prior to your first virtual visit. To do so, refer to the Reacts email sent by your health professional.
- Should you encounter a problem while creating your Reacts account, ask a family member for help or call the phone number provided by your health institution.

Would you like to learn more about the Reacts application?

**Visit the Quebec Telehealth Network Website
for all documents and tools: <http://telesantequebec.ca>**