

Kroll™ virtual consultation



It's a new time for care delivery. Pharmacists are being challenged to find alternative ways to connect with their patients. Virtual consultations from TELUS Health supports you in connecting with your patients remotely, while maintaining a visual and professional relationship.

Initiate virtual patient consultations easily - right from your Kroll system.

Virtual consultation is an intuitive, Kroll-integrated tool with full audio, video and chat capabilities. It is more personal than a phone call, helps to shorten line-ups due to reduced patient time at the pharmacy counter, and lessens risk of exposure to contagious diseases for your pharmacy team and your patients.

- Schedule virtual consultations from your Kroll calendar in the same way you book in-pharmacy or phone consultations
- Conduct virtual consultations for new medications, follow-ups, allergies, training for use of medical devices, health coaching and prescriptions for minor ailments and medication reviews (where applicable)
- Pharmacists and patients can use a computer with a camera and microphone, or a smartphone or tablet
- Allow caregivers and family members to participate in the consultation
- See visual cues such as facial expressions or nodding to confirm patient's understanding during consultations





An effective alternative to in-pharmacy consultations.

Consult with patients on prescription use, conduct a medication review (where applicable), address patient concerns and provide training for medical devices remotely when face-to-face consultations are not ideal. A virtual consultation appointment can be booked when:

- Medications are delivered to the patient's home
- Vulnerable patients are unable to come into pharmacy
- Patient prescriptions are picked up by a friend, caregiver or relative
- The pharmacist is busy, or patients don't have time for an in-pharmacy consultation



Deliver a positive experience

Patients receive an email or a text (SMS) with a link for easy, one-click access plus instructions to pre-test their configuration and prepare for the virtual consultation. A caregiver or family member can join the discussion, if desired. Chat feature assists with communication clarity.



Protect patient privacy

Virtual consultation transmissions are encrypted using industry recognized protocols. No personal data, like contact or login information, is displayed or remains on the device.



Conduct clear consultations

More personal and interactive than a phone call, Virtual Consultation can improve two-way communication. Visual expressions help to confirm the patient's understanding. Medication packaging can be viewed for clear identification to help reduce errors.

Learn more | 1-800-263-5876 option 2