



What conditions may be assessed via Telemedicine?

The criteria below are based on what our doctors believe are safe and unsafe to perform via telemedicine. Review this list of included and excluded services before your visit.

Your Telemedicine Assistant or Doctor will provide you with further and final guidance on the suitability of your specific situation to our telemedicine program. Please speak with the Telemedicine Assistant if your symptom or condition is not listed below. If you tested positive for covid, we require a negative COVID-19 test result in the last 7 days prior to your visit.

Approved for Telemedicine

- Allergy Symptoms of the nose & eyes
- Blood Glucose & Blood Pressure Check
- Bug Bite, Poison Ivy, Eczema, Psoriasis or Mild Sunburn
- Cold Sore or Canker on face, mouth, or lips (non-genital)
- Cough, Cold, Sore Throat, Sinus Infection (with a negative COVID rapid antigen test, if COVID screen is positive)
- Diarrhea (without abdominal pain)
- Ear Infection, Earache, or Swimmers Ear, Hearing Test
- Eye Infection, Pinkeye or Stye (no eye pain or vision changes)
- Urinary Tract Infection
- Head Lice
- Infected Toenail or Fingernail
- Medication Renewal (no controlled or addictive medications)
- Minor Burns & Minor Rashes (e.g., Impetigo, Shingles, Ringworm)
- Pregnancy Test, Birth Control Renewal, Birth Control
- Specialists or Allied Health Referrals (e.g., massage therapy, physiotherapy, compression stockings)
- Insurance Note for Allied Health & Medical Device (e.g., compression stockings)
- STI Screening & Treatment
- Sinus Infection or Sinusitis
- Review Test Results & TB Test Reading
- Work Note or Medical Certificate (Short Duration)

NOT Suitable for Telemedicine

- No children under 4 years of age
- No narcotic/controlled substance renewals or prescriptions (including zopiclone)
- No pelvic/genital/rectal or breast assessments
- No pregnancy/prenatal or obstetrical assessments
- No gynecological assessments
- No abdominal/chest pain/discomfort or difficulty breathing or palpitations
- No pelvic/genital/rectal/breast exams
- No suturing, ear flushing, injections, liquid nitrogen treatments or wound dressing
- No chronic pain or referrals for psychiatric problems
- No CT or MRI requests
- No emergency symptoms, including (Dial 911 locally):
 - Chest or abdominal pain
 - Shortness of breath
 - Acute trauma, or assessments for possible fractures/blood clots
 - Allergic reaction or choking
 - Fainting, dizziness or altered state/loss of consciousness
 - Concussions, head or neck injury
 - Sudden numbness/weakness or stroke symptoms