

TELEHEALTH

Patient Information Sheet

Benefits of Telehealth

- Telehealth allows you to stay close to your home for your health care appointment.
- Telehealth helps reduce travel time for your appointment, as well as any physical and emotional stress associated with travel (e.g. distance, illness, weather).
- Telehealth can bring previously unavailable health care services to you (e.g. specialty services).

Your Privacy is Protected

Only authorized health care providers have access to your Telehealth appointment. Your personal information is protected under the *Provincial Personal Health Information Act* (PHIA). Telehealth appointments occur on a private and secure provincial health information network.

Using videoconferencing telehealth connects you with your health care provider, while you are in a different health care facility. A “Telehealth Video Appointment” is very similar to a face-to-face appointment. You can see, hear and talk to your health care provider.



What You Can Expect at a Telehealth Appointment

- You will be in a room that has a television and videoconferencing equipment. On the TV, you will see and talk with your provider, who will be at a different location.
- You can speak with each other as though you were in the same room.
- Arrive for your appointment at least 15-30 minutes before your scheduled appointment time.
- Upon arrival to the health care facility you will present at registration. It is important to bring your MCP card and the details of your Telehealth appointment.
- A staff member will bring you to the room where the appointment will be held.
- The staff member will turn on the equipment and answer the “call” from your health care provider.
- A staff member may be required to stay with you during the appointment or you may be attending alone.
- Your family member can also stay for the appointment if you and your health care provider agree.
- Let someone know if you are uncomfortable, or are having difficulty seeing or hearing clearly.
- Recording an appointment is not permitted without the consent of your health care provider.
- If you have questions make sure you ask.

