

Telemedicine Patient Handout

What is telemedicine?

Telemedicine is the use of medical information exchanged from one site to another via electronic communications to improve a patient's clinical health status. In plain words, **it is a medical consultation between a patient (located in a rural or remote location) and a medical specialist using video conferencing software and an audio and visual link over the internet.**

What are the advantages of Telemedicine?

Saves me from being transferred out of the hospital to another facility, away from my loved ones.

Saves me from traveling to a distant facility for follow up and specialty care.

Decreases my wait time for immediate care and answers concerning my individual condition

Why am I 'chosen' to see the doctor via Telemedicine?

Your main doctor requested the assistance of a medical specialist in rendering a diagnosis and/or management in your particular situation.

What happens during the Telemedicine appointment?

The medical specialist will be on a computer screen. At the start of the consultation, everyone will introduce themselves and the reason for the consultation will be explained. You will be asked a few identifying questions such as your name and date of birth to make sure that you are the right patient. The device has a microphone and the doctor would be able to hear everything you say.

- Switch your mobile phone off or to silent mode
- Speak clearly so your voice can be picked up by the microphone
- Look at the camera so you can achieve good eye contact with the specialist
- **If you have a question or need help during the consultation, just ask**

How are they going to examine me?

A nurse or aid will assist with unwrapping wounds that may need to be visualized and with placing the stethoscope.

Will the video consultation be recorded?

No. If your specialist or your medical provider thinks it would be helpful for your treatment to record particular images during your consultation, they would first need to get your permission to do so.

What if I feel I am unable not continue?

You can request that the consultation ends at anytime.

What if I have questions?

If you have any medical questions about whether a Telemedicine consultation may be suitable for you, please talk to your medical practitioner. If you have any general questions about how Telehealth consultations work, please ask to talk to our Telehealth coordinator.

Do I have to participate in a Telemedicine consultation?

No. A Telemedicine consultation will only happen if your doctors consider it safe and suitable and if you are willing to participate.

Where is the Telemedicine encounter going to happen?

In your hospital room.

Who will be present?

The specialist and your nurse or nurse aid, nobody else will be present unless you agree to this in advance. It is your choice whether you agree to have other parties present. As with a face-to-face appointment, your spouse, partner, family or friend may accompany you if you wish.

What if I want to have a private discussion with my specialist?

You may ask your nurse or nurse aid, to step out of the room at any time if you wish to have a private discussion with your specialist.

How private is the Telehealth consultation?

The same privacy and confidentiality requirements that apply to face-to-face consultations apply to video consultations.

Questions I have: