

# YOUR TELEMEDICINE APPOINTMENT ...JUST LIKE A REGULAR DOCTOR'S APPOINTMENT

Your doctor has made an appointment for you to see a specialist or other health care professional who is not located near you. You will meet using the Ontario Telemedicine Network (OTN). OTN uses videoconferencing and other electronic equipment to connect you so that you will not have to leave your home community. This will reduce the time, cost and stress associated with travelling to an appointment.

## YOUR PRIVACY IS IMPORTANT...

OTN knows that your personal health information is important to you and must be protected. Personal health information is any information that can identify you and link you to health care services you receive.

OTN uses your personal health information to arrange and send you information about your telemedicine appointment and to conduct quality improvement activities (such as patient satisfaction surveys and recording telephone calls). OTN will not give this information to anyone other than those involved in your care without your approval, unless required to do so by law.

By agreeing to a telemedicine appointment, you give your permission to OTN to release your personal health information to those involved with your care. You can withdraw your permission at any time before or even during your telemedicine appointment.

Just like a face-to-face appointment, when using the telemedicine program and your Ontario health card, you give permission to your health care professional to submit a claim that contains some of your personal health information to the Ontario Health Insurance Plan (OHIP). OHIP uses this information for payment and for auditing purposes. To learn more about OHIP, visit [www.health.gov.on.ca](http://www.health.gov.on.ca) or call 613-547-1970.

OTN uses a variety of physical, administrative and technical methods to protect your personal health information. These include: privacy and security-trained staff; locked offices, drawers and filing cabinets; and a secure private network.

You have the right to see your personal health information and to ask that OTN make corrections if the information is inaccurate or incomplete. If you feel that your personal health information has not been handled or managed properly by OTN, you may also register a complaint with the OTN Privacy Officer.

For more information please visit our website at [www.otn.ca](http://www.otn.ca) or contact our Privacy Officer at [privacy@otn.ca](mailto:privacy@otn.ca).

Ce document est également disponible en français.



Welcome to the Ontario Telemedicine Network

## YOUR TELEMEDICINE APPOINTMENT



1-866-454-6861 | [www.otn.ca](http://www.otn.ca)

# OVERVIEW OF A TELEMEDICINE APPOINTMENT ...JUST LIKE A REGULAR DOCTOR'S APPOINTMENT

## What is a telemedicine visit?

Telemedicine uses video cameras and monitors to connect you to specialists who are not located near you, reducing the need to travel to receive care. You will be able to see, hear and talk to a doctor or other health care professional.

## How does a telemedicine clinical visit work?

A telemedicine appointment is just like a regular appointment; only the specialist you will be seeing and speaking with is on a monitor.

Before you arrive, the specialist you are going to see will already have relevant information about you to support your telemedicine visit. However, you may be asked to bring test results, medications or x-rays with you.

A health care professional who has been trained in telemedicine will be with you during your visit. The videoconference connection is made with the specialist at a different location and the visit begins.

“The video is excellent and clear. It was really helpful to see my doctor on the screen.  
● He’s big as life.”

The health care professional with you may assist with the examination, using tele-diagnostic equipment like a digital stethoscope, otoscope or patient examination camera. The specialist on the monitor can hear heart and breath sounds and look into your ear, nose and throat as if he were sitting in the same room.

## Is there a cost for a telemedicine appointment?

No. You will not be billed for this service. It is covered under the Ontario Health Insurance Plan (OHIP).



## Is telemedicine private?

Just like a regular doctor's appointment, your telemedicine visit will be private and confidential. It can only be seen and heard by the health care professionals involved.

## Where can I get more information about OTN?

If you have any questions, please speak to your health care professional. You can also visit OTN online at [www.otn.ca](http://www.otn.ca) or call 1-866-454-6861.

The Ontario Telemedicine Network (OTN) is one of the largest and most comprehensive telemedicine networks in the world. Using two-way videoconferencing, OTN provides access to care for patients in every hospital and hundreds of other health care locations across the province. OTN also facilitates the delivery of distance education and meetings for health care professionals and patients. An independent and not-for-profit organization, OTN is funded by the Government of Ontario.