

## Information about Telemedicine for Clients and Families

Your doctor has referred you to a health care professional in another location. You can meet with this person over videoconference (a service called telemedicine). This fact sheet explains what telemedicine is and why it may be a good choice for you and your family.

### **What is a telemedicine clinic?**

A telemedicine clinic uses cameras and televisions to connect you to doctors and other health professionals over a distance, reducing the need to travel to receive care.

When you have an appointment at a telemedicine clinic, you will be able to see, hear and talk to a doctor or other health professional via two-way television.

### **What happens at a telemedicine appointment?**

A telemedicine appointment is much like a regular check up, only the health professional you will be seeing and talking to is on a television screen.

Before you arrive for your appointment, the person who will assess you will already have some information about you. In addition, you may be asked to bring test results or x-rays with you to the appointment.

Once you have checked in at the centre, you may be asked to change into shorts, depending upon the type of examination or assessment you require.

An individual who has been trained in telemedicine will bring you into the treatment room, show you the equipment and explain how it works. You may ask any questions that you have. After you have been provided with the details about your appointment, you will be asked for your consent to proceed.

### **Who is with me during a consultation?**

In most consultations, a telemedicine professional will be with you during the assessment. Your family doctor, therapist or other health professional (or family member) may also attend.

### **Who will be examining me?**

The health professional you will see will be located at another site (for example, London Health Sciences Centre, Hospital for Sick Children) that is a member of the Ontario Telemedicine Network (OTN).

OTN has hundreds of health professionals providing care in more than 80 specialty services across the province.

### **How long does a telemedicine appointment take?**

A telemedicine appointment can run anywhere from 10 minutes to an hour, depending on the type of appointment and whether or not you have seen the health professional before.

### **Is telemedicine private?**

Your telemedicine appointment will be private and confidential. The appointment can only be seen and heard by those directly involved.

### **What about my 'Personal Health Information'?**

We understand that your health information is important to you and that it must be protected.

'Personal Health Information' is any information that can identify you and link you to the health services that you have received. This includes your name, address, telephone number, health card number, examination or laboratory results, the name of the health professional you will be seeing, and the reason for the visit.



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**How does OTN protect my 'Personal Health Information'?** OTN uses personal health information to arrange your telemedicine consultation, inform you of the arrangements made, and to conduct the appointment.

Your consent for the use of this information by OTN is implied when you agree with your referring health professional to have a telemedicine consultation. You can withdraw your consent at any time prior to or during the telemedicine consultation.

Your personal health information will not be shared with anyone other than those involved in your care without your prior consent, unless OTN is required to do so by law.

OTN uses physical and technical methods to protect your personal health information. These include control access locks, locked drawers and filing cabinets, user ID and passwords, private key encryption software, firewalls, virtual private network hardware and software clients, and a private network over which data and images flow between sites.

**Can I see my 'Personal Health Information'?**

You have the right to request access to your personal health information from OTN and to question the accuracy and completeness of the information. If you believe your personal health information is not protected, you can register a complaint with OTN's Privacy Officer.

For more information, please visit our website [www.otn.ca](http://www.otn.ca) or contact our Privacy Officer at (416) 850-9090 or [privacyofficer@otn.ca](mailto:privacyofficer@otn.ca).

**What is the Ontario Telemedicine Network?**

The Ontario Telemedicine Network (OTN) is one of the busiest telemedicine programs in Canada. Using advanced information communication technologies and electronic medical devices, OTN supports the delivery of clinical care, professional education and health-related administrative services at more than 440 urban and rural sites across the province. OTN is an independent, not-for-profit organization funded by the Ontario Ministry of Health and Long-Term Care. For more information, please call: 1-888-346-6784 or visit [www.otn.ca](http://www.otn.ca)

**Appointment Information**

You have been scheduled for a Telemedicine Clinic located at **KidsAbility Centre for Child Development**  
500 Hall mark Drive., Waterloo ON N2K 3P5

**Please bring your health card.**  
**Please arrive at least 30 minutes before your appointment to provide set up time.**

**Date & Time of Appointment:** \_\_\_\_\_

**Health Professional's Name & Extension:** \_\_\_\_\_

\_\_\_\_\_ **EXT.** \_\_\_\_\_

**In case of cancellation, please call 519-886-8886 at least 24 hours in advance and leave a message.**