

## What to expect at your Home Based Telehealth appointment:

- Once your appointment is scheduled, you will receive an email invitation that contains instructions and links that will allow you to test your device before the appointment, join the appointment at the scheduled time, and participate in an optional survey afterwards.
- You need a personal email address and access to a device such as a personal computer, tablet, or smartphone with a camera and speaker.
- You must have a secure Internet or Wi-Fi connection.
- There is no charge for Home Based Telehealth as long as you have a valid Newfoundland and Labrador MCP.

## How private is it?

Only authorized health care providers have access to your Telehealth appointment. Your personal information is protected under the Provincial **Personal Health Information Act (PHIA)**. The application used for the Telehealth system is secure and encrypted.

We recommend that you also ensure your personal computer, mobile device, home internet, or Wi-Fi connection is secure.

Please be aware of your surroundings and do not use personal videoconferencing technology in a public or unsecure environment (e.g., an airport, internet café or open area).

To participate in Home Based Telehealth, some of your personal health information will be collected. Your email address will also be collected in order to create your appointment and may be used to gather feedback. Protecting your personal health information is our top priority.

For more information visit our website at [www.centralhealth.nl.ca/telehealth](http://www.centralhealth.nl.ca/telehealth) or visit [virtualcarenl.ca](http://virtualcarenl.ca). Whether you're a patient or a health care practitioner, explore Virtual Care NL to learn how you can use virtual care within our provincial health care system.

## Telehealth and Home Based Telehealth



*Connecting the residents of Newfoundland and Labrador with healthcare providers for over 30 years.*

# Newfoundland and Labrador Telehealth Network



## What is Telehealth?

Telehealth is similar to a regular face-to-face appointment, but use videoconferencing to connect you with a healthcare provider in a different location.

There are two types of Telehealth:

**Facility-Based Telehealth** is a videoconference that takes place in a healthcare setting. You and your healthcare provider can see, hear and talk to each other virtually.

**Home-Based Telehealth** appointments take place in the comfort of your own home, or another convenient location. It allows you to use your own technology

for a virtual visit. You can see, hear, and talk to your health care provider without ever having to leave your home.

Normally, family members are welcome to attend the appointment with you.

## How can I access Telehealth?

When booking an appointment or during a follow-up phone call, ask your healthcare provider if Telehealth is an option for you.

## The main benefits of Telehealth?

Telehealth allows you to stay home or close to home, reducing travel time, expense and stress.



## What to expect at your Facility-Based Telehealth appointment:

- You should register at the healthcare location at least 15-20 minutes before your appointment. Bring your MCP card and the details of your Telehealth appointment with you.
- A staff member will walk you to the Telehealth room. The room will have a television and videoconferencing equipment.
- The staff member will turn on the equipment and answer the call. You can see and hear your healthcare provider on the monitor and you can speak to each other as though you are in the same room.
- The staff member might leave the room for you to be alone during the appointment or they may be required to stay with you.
- Make sure to ask any questions you may have.
- Recording of Telehealth sessions is not permitted unless there is consent and agreement between the patient and the healthcare provider.