

## YOUR TELEMEDICINE APPOINTMENT

Telemedicine. Connecting you to care.

OTN uses videoconferencing and other electronic equipment to bring health care closer to you — saving you time, money and the stress of travel.



CONNECT WITH A HEALTHCARE PROVIDER VIA VIDEO



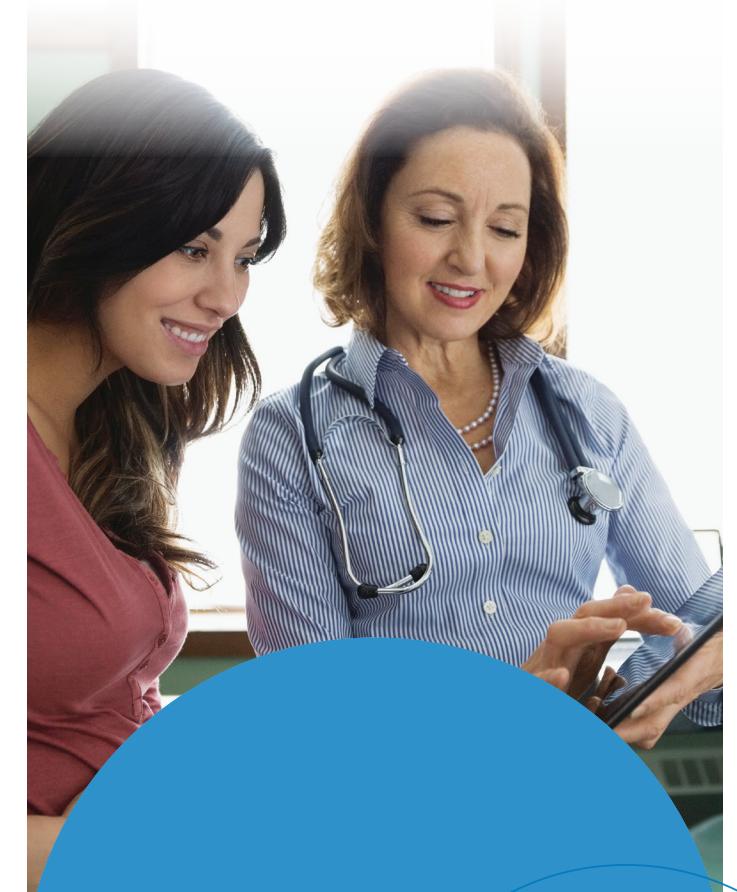
## YOUR PRIVACY IS IMPORTANT

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 healthcare 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 with a healthcare provider, 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 telemedicine and your Ontario Health Card, you give permission to your healthcare provider 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 the ServiceOntario Infoline at 1-866-532-3161. OTN uses a variety of physical, administrative, and technological safeguards to protect your personal health information from unauthorized access, use, copying, modification or disclosure.

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).



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Ce document est également disponible en français



1-855-654-0888



[otn.ca](http://otn.ca)



OTN is a not-for-profit organization funded by the Ontario Government.

**Otn.**  
Care. Connected.



## ABOUT OTN

OTN brings virtual care innovation to the healthcare system so the people of Ontario can get the care they need when and where they need it most: at home, in their community or in hospital. For more than a decade, OTN has increased access to health care and education across the province with one of the world's most extensive telemedicine networks. Working with its many partners and leveraging its unique knowledge of health care and digital technology, OTN addresses challenges by introducing and spreading new ways of delivering care that benefit patients, care providers and the healthcare system. An independent, not-for-profit organization, OTN is funded by the Government of Ontario. For more information, go to [www.otn.ca](http://www.otn.ca).



### Where can I get more information about OTN?

If you have any questions, please speak to your healthcare provider. You can also visit OTN online at [www.otn.ca](http://www.otn.ca) or call 1-855-654-0888.

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



### Is there a cost for a telemedicine appointment?

No. A telemedicine appointment with a healthcare provider is available to anyone with a valid Ontario Health Card.



### Is telemedicine private?

Your telemedicine appointment is private and confidential. It is only seen and heard by the healthcare provider involved.



### What is a telemedicine appointment?

Your healthcare provider has made an appointment for you to see a specialist or another healthcare provider over video. A telemedicine appointment is just like a regular doctor's appointment; except the healthcare provider you will see and speak with is on a monitor.

### How does a telemedicine appointment work?

Before you arrive, the healthcare provider you are seeing will already have the relevant information about you to support your telemedicine appointment. However, you may be asked to bring test results, medications or x-rays with you.

A healthcare provider trained in telemedicine is with you during your appointment. The video connection is made with the other healthcare provider at another location and the appointment begins. The healthcare provider with you may assist with the examination, using telediagnostic equipment like a digital stethoscope, otoscope or patient examination camera.