What is telehealth?

Telehealth is a service that lets you consult a physician, nurse or other health professional remotely. Thanks to this technology, you can receive a diagnosis or treatment without having to travel too far from home.

TESTIMONIAL FROM A NORTHERN QUEBEC RESIDENT:

“During my first pregnancy, there were complications and they had to transfer me to the Royal Victoria Hospital in Montreal for a consultation with a specialist. I was nervous about boarding a plane and leaving my family. I had the same problem with my second pregnancy, but this time I was able to have a remote examination with a specialist in Montreal. I could see him onscreen as though he was in the same room, yet I wasn’t obliged to travel. It was far less stressful.”

ADVANTAGES OF TELEHEALTH

- Provides access to the same quality care and services as those offered during appointments in person
- Ensures access to specialized health care or the continuity of services in close proximity
- Reduces travel as well as travel-related stress and expenses

TELEHEALTH APPOINTMENT

Date: ___________________________ (YYYY-MM-DD)

Time: ___________________________

Location: ___________________________
________________________________________
________________________________________

Name of professional being consulted: ___________________________

Your local contact: ___________________________

Telephone no.: ___________________________
STEPs INVOLVED IN A TELEHEALTH APPOINTMENT

BEFORE THE TELECONSULTATION
- The teleconsultation (or remote consultation) process is explained to you.
- Your written consent is essential. Without it, the consultation is carried out in the traditional manner, that's to say in person, at the office of the consulting professional.

DURING THE TELECONSULTATION
- The teleconsultation is conducted in a private room. If necessary, a nurse, a physician and/or a telehealth technician may be present with you.
- As a patient, you can be accompanied by a parent or any other person of your choosing.
- You contact the physician or other professional remotely using a microphone and a monitor equipped with a camera, which allows you to see him or her onscreen. You can therefore hear and speak to the professional as though he or she were directly in front of you.
- The professional consulted remotely is also in a private room. If he or she is accompanied by another person, you will be notified thereof beforehand (for example, the professional may require assistance in handling medical instruments such as an electronic stethoscope).

AFTER THE TELECONSULTATION
- The professional forwards a report to your attending physician.
- A follow-up teleconsultation is scheduled as required.
- If it is not possible to properly assess the situation via a teleconsultation, the physician may ask to see you in person.

RESPECT FOR CONFIDENTIALITY
- In telehealth as with consultations in person, personal information is handled with the utmost security and patient confidentiality is respected at all times.

PATIENT’S CHECKLIST

- I understand the consent form I signed as part of my teleconsultation.
- I ask questions on the technology in use or on other topics, if the explanations I receive are not clear.
- I have a list of questions I intend to ask the physician.
- I have an updated list of my medications and (where applicable) any other items I’ve been asked to provide.
- I have duly informed myself about any new medication or treatment offered to me and about the follow-up recommended by the physician.
- I remember to cancel my appointment if I’m unable to make it.