

Questions and Answers

HOME BASED TELEHEALTH

Home Based Telehealth allows you to use your own technology to have a virtual visit with your health care provider in the comfort of your own home or other convenient location. You will see, hear, and talk to your health care provider and will not have to travel.

How does it work?



You will have a conversation with your health care provider to discuss if Telehealth is an option for you. When your appointment is scheduled, you will receive an email invitation that contains instructions and links that will allow you to:

- Test your device prior to the appointment.
- Join the appointment at the scheduled time.
- Participate in an optional survey afterwards.

What do I need? Is there any cost?



There is **no charge** for **Home Based Telehealth**, as long as you have a valid Newfoundland and Labrador MCP card.

You will require:

- A personal email address.
- Access to a device such as a personal computer, tablet, or mobile phone that has a camera and speaker.
- A secure Internet or Wi-Fi connection.

Do I have to participate?



Participation in a **Home Based Telehealth** appointment is completely voluntary, and may be stopped any time. Please let your health care provider know if you feel uncomfortable. If you no longer want to participate in Telehealth appointments, you will have the option to continue with in-person appointments.

Can I have another person join me in my appointment?



You may choose to invite a support person to your Telehealth appointment. If you would like to have another person join, please discuss it with your clinician prior to your appointment.

Your Privacy

The application used for the Telehealth system is secure and encrypted. We recommend you also take steps to 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).

Telehealth sessions are not audio or video-recorded by your health care provider without prior patient consent, and through approval obtained from Newfoundland and Labrador Centre for Health Information (NLCHI).

To participate in 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.

The Centre respects the privacy and confidentiality of a person's personal health information when collecting, using or disclosing information in compliance with the *Access to Information and Protection of Privacy Act (ATIPPA)* and the *Personal Health Information Act (PHIA)*. Inquiries about the use and protection of personal information should be directed to the ATIPP Coordinator at NL Centre for Health Information.

For more information visit the NLCHI website here.