

# Telemedicine Services

## Frequently Asked Questions

### What is Telemedicine?

Telemedicine uses video cameras and monitors to connect clients and providers to a specialist or other health care professionals at a distance. You will be able to hear, see and talk with the specialist just like in a regular appointment.

### Why is it beneficial?

- Reduces need to travel distances to receive the service.
- Free to anyone with a valid Ontario Health Card
- Expanded access to specialists or other healthcare professionals from across the province
- Reduces financial and emotional stress on clients due to appointments far from home

### How does it work?

Your health care provider must refer you to Telemedicine Services.

A Registered Nurse (RN) or Registered Practical Nurse (RPN) who has been trained in telemedicine will be with you during your visit. The videoconference connection is made with the specialist/health care professional at a different location and the visit begins. The nurse may assist with the examination, using specialized equipment like a digital stethoscope or a patient examination camera. Using this, the specialist can hear your heart and breathing sounds or see wound/incisions as if they were sitting in the same room with you.

Just like a regular doctor's appointment, your telemedicine visit will be private and confidential. It can only be seen and heard by the health care professionals involved. Neither video nor audio are recorded.

### Is there a fee to use this service?

No. The Telemedicine Services is a project funded by the South East Local Health Integration Network (SELHIN) supported by the Ministry of Health and Long Term Care. This service is available at no charge to anyone with a valid Ontario Health Insurance Card.

For more information you can visit the OTN website at [www.otn.ca](http://www.otn.ca)