

What are the benefits of a Telemedicine appointment?

- A Telemedicine appointment reduces the time, cost and risk of travel for individuals, families and care providers.
- Telemedicine allows you to have access to specialized services outside your community without you having to leave your community.
- Telemedicine enables the opportunity to receive specialized services from across the region.
- Telemedicine facilitates improved health care coordination and continuity of care across the health care system.
- The video technology used for Telemedicine allows for greater access to specialized health services across Ontario. It is easy, convenient and at no additional cost to you.



Telemedicine is available in hundreds of sites across Ontario. The Erie St. Clair CCAC works with OTN to offer the Telemedicine service.

For more information please contact:
310-CCAC

www.healthcareathome.ca/eriestclair
www.eriestclairhealthline.ca



The Erie St. Clair CCAC Telemedicine Program



Health Care Visits and
Follow-up Appointments Using
Videoconferencing Technology



Supported by:
Avec l'appui de :



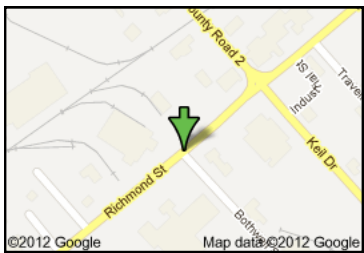
OTN (Ontario Telemedicine Network) is helping to bring patients the right care, at the right time, in the right place.

What is a Telemedicine appointment?

Telemedicine provides you with an easy way to have an appointment with a specialist by using video technology. This means you will be able to “visit” your health care practitioner without having to leave your community. You will have the opportunity to see, hear and speak with a specialist and discuss your plan of care via two-way television.

Where is Telemedicine available?

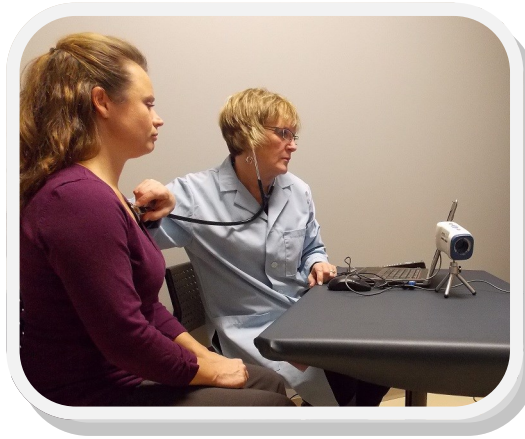
Telemedicine suites are available at the Erie St. Clair Community Care Access Centre (CCAC) offices in both Windsor and Chatham. For more information please call 310-CCAC



Address:
712 Richmond St.
Chatham



Address:
5415 Tecumseh Rd. E,
2nd fl.
Windsor



How is a Telemedicine appointment booked?

When you and your health care provider agree to use Telemedicine for your next appointment, your health care provider will contact the Erie St. Clair CCAC to arrange the appointment. The Telemedicine Nurse will contact you directly with your appointment date and time.

How do I know Telemedicine is for me?

Telemedicine is useful for many types of appointments. Talk with your health care provider to find out what appointments can be provided through Telemedicine.

Is there a cost for the Telemedicine appointment?

No. All you need is a valid Ontario Health card number.

How does a Telemedicine appointment work?

A Telemedicine appointment is just like a regular health care appointment, only the specialist you will be seeing and speaking with will be available remotely via videoconferencing. Before you arrive, the specialist you are going to see will already have relevant information about you to support your Telemedicine visit. However, you may be asked to bring test results, medications or x-rays with you. A health care professional who has been trained in Telemedicine will also be with you during your visit. The videoconference connection is made via OTN and the appointment begins.

How is my privacy protected?

Your Telemedicine appointment is private and confidential. At the Erie St Clair CCAC, your Telemedicine appointment is conducted in a private suite. This allows for your information and conversation to be kept private and confidential. Your visit will not be recorded or videotaped without your prior knowledge or permission.

For more information about privacy protection, please contact OTN toll free at 1-888-346-6784.