

## TELEHEALTH

### INFORMATION LEAFLET FOR PATIENTS

#### TELEHEALTH CARE AND SERVICES

Telehealth means that the care or service is offered remotely, using information and communication technologies. For example, it may involve using a videoconference platform, the Internet, computer equipment or a connected device, like a tablet or an electronic stethoscope. Don't hesitate to ask your practitioner about telehealth if you think it might suit your needs!

### General information

- Before you start, your practitioner<sup>1</sup> will ensure that this service is adapted to your needs and health condition.
- Telehealth is not designed to completely replace in-person services. It's an additional option.
- The CISSS des Laurentides uses technologies that are secure, certified and authorized by the Ministère de la Santé et des Services sociaux.
- All necessary means will be taken to ensure that your service is provided in full confidentiality.

### What are the benefits?

- Reduce travel for the services you need.
- Access services when in-person services are not always possible.
- Receive the care or services of a physician, professional or team of practitioners located far from your home who have special expertise to respond to your needs.

### What are the risks?

- Like all electronic communication, the use of technology comes with certain risks in terms of confidentiality and the protection of personal information, like the intrusion of malicious software, the interception of an email exchange or a remote meeting by an ill-intentioned third party.
- Using unsecured computer equipment, for instance without an anti-virus or regular updates, or using an unsecured wireless network (Wi-Fi) can increase these risks.
- The technology you use can sometimes malfunction temporarily (for example, loss of sound or image).

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<sup>1</sup> The term "practitioner" includes all health professionals, physicians, and residents.

## TELEHEALTH CARE AND SERVICES

### What does remote consultation or treatment involve?

- You must have the necessary technological equipment (computer, tablet or smartphone) and an adequate Internet connection.
- It is recommended that you have a private email address.
- You must set yourself up in a space **that can ensure the confidentiality** of your meeting.
- Earphones with a microphone are recommended.
- Telehealth cannot replace in-person care and services. Practitioners who provide your follow-up may ask you to come to an in-person meeting for certain specific needs.
- As for any other service you receive, your data and information regarding your follow-up will be kept in your personal file.

### Important information to remember

- During a virtual clinical meeting, you are not permitted to make audio or video recordings, take screenshots or photos, or copy/paste the content of the discussion (online chat).
- You must inform the practitioner responsible for your follow-up of any absence or emergency, deterioration of your situation, change in your physical condition or difficulties using the technology.
- If you still have questions or uncertainties about your telehealth service, don't hesitate to talk to your practitioner.

Write down the name and contact information of your practitioner here, if needed:

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### Online tools



**TELEHEALTH**  
Virtual Healthcare Services  
telesantequebec.ca

Consult the **Réseau québécois de la télésanté** website for all available documents and tools or support for telehealth solutions.

[www.santelaurentides.gouv.qc.ca/english/useful-information-and-links/telehealth/](http://www.santelaurentides.gouv.qc.ca/english/useful-information-and-links/telehealth/)

[Réseau québécois de la télésanté |  
telesantequebec.ca/en/](http://Réseau québécois de la télésanté | telesantequebec.ca/en/)

[Commentaires et suggestion des usagers](#)  
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[Service Quality and Complaints Commissioner](#): to tell us about any dissatisfaction and help us improve our service.