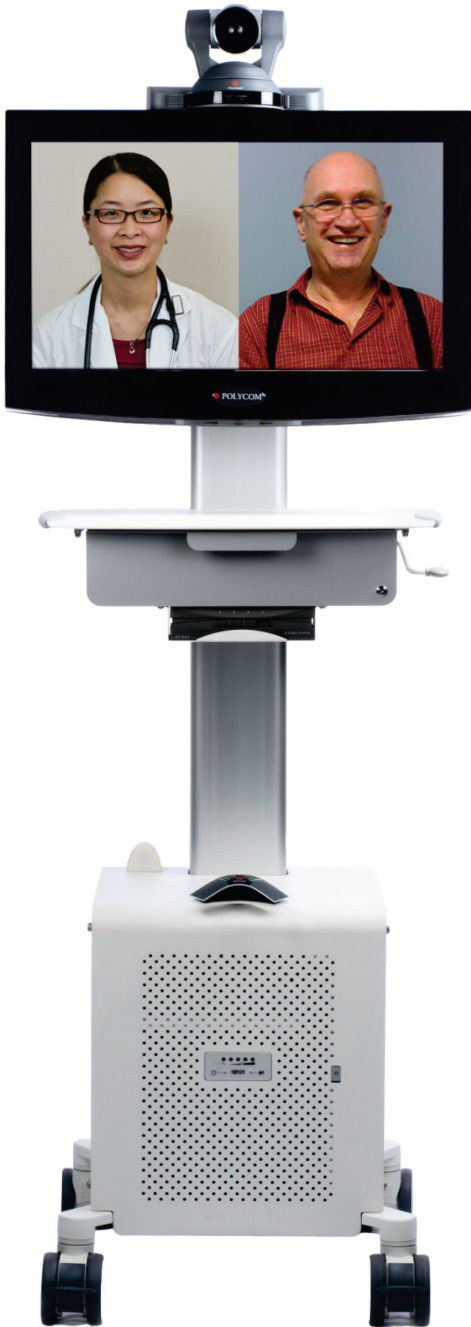


# Welcome to

# TELEHEALTH



## YOUR PRIVACY

During your Telehealth session, you are able to “meet” with your health care provider, in private, over a secure connection. Your session will not be taped or recorded without your approval.

If there are technical problems, you will be given other options to meet with your health care provider.

You may be asked to provide personal or medical information during the Telehealth session. We collect your information for the following reasons:

- To provide your care and service;
- To keep in contact with you; and
- To help us improve your care.

## YOUR SESSION

- You can see, hear and talk to your health care provider.
- Your healthcare provider will speak to you and ask questions, the same as they would during a face-to-face visit.
- You may have a family member or friend with you.
- You are not required to work the equipment.
- You are introduced to others who may be in the room with your health care provider.
- You may ask anyone to leave the room (if others are present in the room with you or in the room with your health care provider).
- You and the health care provider may end the Telehealth session if either of you feel it is not meeting your needs. In this case, a face-to-face visit can be arranged for a later date.

## YOUR COMMENTS

We welcome your feedback. Please fill out a patient satisfaction survey.