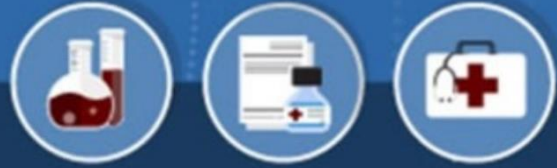


Information about your **VIRTUAL VISIT**



Please read the below information carefully and call your healthcare provider's office if you have any questions or concerns.



DID YOU KNOW THAT YOUR PRIMARY HEALTHCARE PROVIDER IS A PART OF A FAMILY HEALTH TEAM?

A Family Health Team (FHT) is designed to bring together different healthcare providers to co-ordinate the highest possible quality of care for you – the patient. Our Family Health Team consists of family physicians, nurses, nurse practitioners, social workers, pharmacists, and other healthcare professionals who work collaboratively, so that you receive the very best care - when you need it - as close to home as possible.



One of our FHT healthcare providers has made an appointment to see you via virtual visit (eVisit) instead of in person by using your home computer or mobile device, along with technology provided by the Ontario Telemedicine Network (OTN).



WHAT IS AN eVISIT?

An eVisit is just like a regular appointment; the only difference is that you will see and speak with your healthcare provider via video and computer screen. Before you start the appointment, your healthcare provider will already have all relevant information about you to support your eVisit.



HOW DOES IT WORK?

The healthcare provider arranging the eVisit will send you an email invitation and email confirmation. When the time comes for your appointment, click the Start eVisit link. You'll be asked to enter your name. A video window will open on your computer and your personal & private appointment will begin. Check your system or device ahead of time. For the best experience, OTN recommends using Chrome on your personal computer. For mobile devices, download and install the required application before your appointment.



IS THERE A COST?

No. There is no cost to patients to do an eVisit. You are actually saving on travelling costs! eVisits reduces the time, cost, and stress associated with travelling to an appointment.



WILL THE eVISIT BE PRIVATE AND SECURE?

Just like an in-office healthcare appointment your eVisit will be private and confidential. It can only be seen and heard by you and your healthcare provider. OTN knows that your personal health information is important to you and must be protected. OTN uses a variety of physical, administrative and technical methods to protect your personal health information. For more information about your privacy and about eVisits, please visit the following website www.otn.ca