

WHAT HAPPENS DURING THE TELEHEALTH VISIT?

A telehealth visit will start like any other visit. You will be checked in and a staff person will bring you to an exam room and start the visit. After the staff person talks to you, he or she will connect you with a provider at our other site. You will be able to see, hear, and talk to the provider through a secure video feed. Following your visit, a staff member will escort you to check out.

HOW DO I PREPARE FOR A TELEHEALTH VISIT?

You can help get the best from your telehealth visit by following these simple steps:

- arrive at least 15 minutes early to allow for preparation time
- speak clearly so your voice can be picked up by the microphone
- look at the camera so you can achieve good eye contact with the specialist
- if you have a question or need help during the visit, just ask

WHAT IF I HAVE QUESTIONS?

If you have any medical questions about whether a telehealth visit may be suitable for you, please speak with your provider.

If you have any general questions about how telehealth visits work, please contact the McLarenNow telehealth team at mclarentelehealth@mclaren.org



McLAREN'S TELEHEALTH SERVICE

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MHCC-1607 (08.19)



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WHAT IS TELEHEALTH?

Telehealth utilizes audio-visual technology to connect patients with providers in distant locations via the internet. Telehealth visits are designed to mimic in-person visits as much as possible.

WHAT ARE THE ADVANTAGES OF TELEHEALTH?

- better access to specialist care
- reduced waiting time to see your specialist
- care received close to home
- reduced travel time and costs
- reduced absence from work

IS THERE AN ALTERNATIVE TO A TELEHEALTH VISIT?

Yes, you can have a face-to-face visit if you are unwilling to have a telehealth visit. For some specialists, a face-to-face visit may require travel to the provider location.

A telehealth visit will only happen if your providers consider it safe and suitable, and you agree to participate.

WHERE ARE THE TELEHEALTH VISITS HELD?

Generally, telehealth visits occur at a McLaren clinic in your area. Distant providers will likely connect from their own offices.

WHO WILL BE PRESENT?

Apart from you and the provider, a member of the office staff will be present to assist with technology and assist the provider with the visit. It is your choice whether you agree to have other parties present. As with a face-to-face visit, your spouse/partner, family member, or friend may accompany you if you wish.

HOW PRIVATE IS THE TELEHEALTH VISIT?

The same privacy and confidentiality requirements that apply to face-to-

face consultations apply to video consultations.

You may ask other people present to step out of the room at any time, if you wish to have a private discussion with your provider.

WHAT IF I FEEL I AM UNABLE TO CONTINUE?

Some patients feel nervous before their first telehealth visit because it is a new way of seeing a provider. However, most patients soon feel very comfortable with this kind of visit. It is very unlikely you will feel unable to continue with a telehealth visit, but if this does happen you can end the session at any time.

WHAT IF I NEED TO CANCEL OR RESCHEDULE MY APPOINTMENT?

Telehealth visits require a lot of coordination, so please try to keep your appointment. If you need to cancel or reschedule, as with a normal face-to-face visit, please let us know as soon as possible.

HOW CAN I PROVIDE FEEDBACK ON MY VIDEO CONSULTATION?

Following your visit, you will be given the option to participate in a brief survey about your visit. You are also free to provide feedback to the office staff or by contacting the McLarenNow telehealth team at mclarentehealth@mclaren.org.