

Telemedicine Frequently Asked Questions

What is telemedicine?

Telemedicine uses video cameras and monitors to connect you to specialists or other health care professionals who are not located near you, reducing the need to travel to receive care. You will be able to see, hear and talk to a doctor or other healthcare professional.

Why is it beneficial?

Why travel far to your doctor's appointment when you don't have to? Registered health care providers can "visit" with their patients using telemedicine equipment at Smiths Falls, Merrickville, Brockville, Portland, Gananoque and Prescott locations. A Telemedicine Nurse is available during the session to provide patient and doctor support. There are no crowded waiting rooms and appointments start on time, making the most of your valuable time.

How does it work?

Using a two-way videoconferencing system, clients and their health care professional do the same thing as might happen if they were in the same room.

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 Registered Nurse (RN) or Registered Practical Nurse (RPN) who has been trained in telemedicine will be with you during your visit. The videoconference connection is made with the specialist/health care professional at a different location and the visit begins.

The nurse with you may assist with the examination, using tele-diagnostic equipment like a digital stethoscope or patient examination camera. The specialist on the monitor can hear heart and breath sounds and see areas such as wounds/incisions as if he/she were sitting in the same room.

Just like a regular doctor's appointment, your telemedicine visit will be private and confidential. It can only be seen and heard by the health care professionals involved. Neither video nor audio are recorded.

A referral from your doctor/nurse practitioner is necessary.

To see how this technology works, watch this video from CMHA Peterborough: [How Telemedicine Works](#).

Our telemedicine services are the same.

Is there a fee to use this service?

No. The Telemedicine Services is a project funded by the South East Local Health Integration Network supported by the Ministry of Health and Long Term Care.

This service is available at no charge to anyone with a valid OHIP card.