



First Nations Health Authority
Health through wellness

My Telehealth Appointment: What should I know?

What is telehealth?

Telehealth is the delivery of health care services through live, interactive videoconferencing. Telehealth allows you to see and speak to your doctor (or other health care service provider) without you having to travel away from home.

How is telehealth different from my regular in-person doctor's appointment?

Your telehealth appointment is the same as your regular doctor's visit. The only difference is that you will see and speak to your doctor via videoconferencing! If you have ever used Skype or FaceTime, this is very similar to how telehealth works. Just speak normally as if you are having an in-person conversation. You should be able to see and hear your doctor clearly.



Can all my appointments be via telehealth?

Telehealth works best if most of the appointment is a conversation between you and your doctor. There is some special equipment that can help a doctor examine you more closely. When this is required a nurse or someone working in the health centre will accompany you during your appointment.

- Not all types of appointments are suitable for telehealth. If careful physical examination is required for your appointment to take place then an in-person or face-to-face visit may still be required.

Can a friend or family member be with me during my telehealth appointment?

Yes. If you are more comfortable having a friend, family member or your Community Health Representative (CHR) attend the appointment with you – you can also include them. There may also be times when a nurse needs to accompany you during your telehealth appointment. You should know ahead of time if a nurse needs to be present.

What if I am having technical difficulties during my appointment?

If you are uncomfortable using telehealth or if you experience any difficulties during your appointment please inform a health centre staff member and they will be able to assist you right away. You may end your appointment at any time during the session if you are not comfortable using telehealth.

Is there a cost to my telehealth appointment?

No. There is no additional cost to having your appointment by telehealth instead of in-person. As with your regular doctor's appointment, telehealth is covered by the Medical Services Plan (MSP) of BC. If your telehealth appointment is with another type of health care service provider there also should be no additional cost.



How is my privacy protected?

Your privacy is important to us. Telehealth appointments take place in rooms that are also designed for in-person appointments. Your appointment takes place in real time and is not recorded. The equipment is all on a secured network that meets the same privacy and security standards as the telehealth equipment you find in a hospital.

What should I know before my first telehealth appointment?

Your telehealth appointment is very similar to an in-person appointment. On the arrival at the health centre, you will check-in like you normally do. A staff member (e.g. nurse or CHR) will bring you to the telehealth room and make sure that the call connects with your doctor. Once the session has started you can choose for the staff member to stay with you during your session or you may ask them to leave.



- If the doctor requires a closer physical examination the nurse may need to stay in order to use the special equipment.
- If your doctor needs to write a prescription or requests additional testing (e.g. X-ray, lab tests) these will be sent to the health centre.
- You may end your appointment at any time during the session if you are not comfortable using telehealth.

Please visit: www.fnha.ca/what-we-do/ehealth/telehealth for more information.

If you have further questions please contact us by phone:
604.693.6500 or **1.866.913.0033** (toll-free)
or via email: telehealth@fnha.ca