

*The following outlines considerations for providing Telehealth direct to the patient home.*

### **Patient Selection and Preparation**

As a provider, when offering services via Telehealth, ensure that your patient is a suitable candidate for the service and that they have access to an appropriate device (i.e. tablet or mobile), a secure Internet/Wi-Fi connection, and a suitable private location in which to attend the appointment. Your patient should understand the process of a Telehealth appointment and what to expect during the session. You will need to provide your patient with a pamphlet that contains information on the Telehealth Program and Privacy. You will also be required to let your patient know to expect an email as all appointment details will be communicated through this avenue.

### **Consent**

Written consent is not a requirement from the Newfoundland and Labrador Telehealth Program for Telehealth appointments held in the province. When a patient presents for a Telehealth session, consent is implied. However, some Regional Health Authorities may require consent for specific program areas within their respective regions. Therefore, healthcare providers should consult their organization's policies around consent for service and their own professional standards for informing clients about the risks and benefits of care through a Telehealth session. Consent, and any related discussions with the patient, should be noted in the patient's medical record. Medical Records pertaining to a Telehealth session must be kept to the same standards as in-person appointments.

### **Suggested Order**

Below is a suggested order for the Telehealth session:

1. The names of all parties who are joining the session will be shared.
  - Clinician will introduce themselves and any other persons invited to participate in or observe the appointment.
  - Confirm the identity of the patient.
  - Confirm the identity of anyone else who is in the room with the patient or who has otherwise joined the appointment call.
2. Ensure the patient understands the consent terms for the appointment. A script to guide the discussion of consent terms is provided in the Appendix.
3. Proceed with the appointment.
4. Remind the patient they have an option to complete a survey regarding their appointment experience. The link can be found within the email that was sent with the appointment details.

To provide knowledgeable consent while engaging a patient in a Telehealth session, there are key points to consider. It is important to explain the nature of the program, the benefits and any potential risks. Patients need to understand that participation is voluntary and that they can withdraw at any time. In addition, we must explain and make an effort to ensure that patients understand how their information is being collected, used, and disclosed.

The points listed below can be used as a guide to support this process:

- Telehealth is the provision of health care remotely by means of telecommunications. The benefits of expanding the use of Telehealth to the home include providing more convenient access to health services by reducing the stress that can be associated with travel due to cost, distance, inclement weather or illness.
- Information that has been provided in order to schedule this appointment, such as the patient name and email address is held at the Newfoundland and Labrador Centre for Health Information (NLCHI) and may only be collected, used or disclosed in accordance with legislation such as the *Access to Information and Protection of Privacy Act, 2015* and the *Personal Health Information Act*.
- The patient may have been provided with a pamphlet with information about the Telehealth Program and Privacy. This pamphlet can also be accessed via the link in the appointment email that directs the patient to the NLCHI Telehealth website.
- The application used for the Telehealth system is secure and encrypted; however, NLCHI is not responsible for ensuring that a patient's personal computer, mobile device, home internet, or Wi-Fi connection is secure. Telehealth sessions will not be audio or video recorded by the health care provider without prior patient consent, and through approval obtained from NLCHI. Additionally, health care providers have Professional Practice Standards which will also guide them. It is always recommended that the provider and patient have open communication regarding the video and audio recording of appointments and have set expectations prior to the appointment.
- Participation in the appointment is voluntary and the patient may stop the appointment at any time.
- Ask the patient: "Do you have any questions before we start?"
- Ask the patient: "Do you understand the statements made and do you consent to proceed with the appointment?"