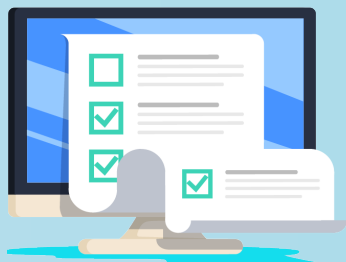


Telehealth Consulting Patient Information Sheet

Prior to your appointment



- ☐ Before to your appointment, make sure you completed the Patient Consent form with your Provider.
- ☐ Access and test your system. Is your phone, internet, camera, microphone and speakers working correctly?
- ☐ Find yourself a quiet space with good lighting (if video included) and privacy.



- ☐ Switch off other distractions such as a radio and TV.
- ☐ Have a pen and paper ready so you can make notes.
- ☐ Have your Counselor or Provider's contact information handy in case you are disconnected.
- ☐ Be ready to log in to appointment a few minutes early.

During your appointment



- ☐ Your Counselor or Provider will contact you by text or email before your appointment time. Access the provided video chat link.
- ☐ Your Counselor or Provider will confirm your identity and your physical location.
- ☐ Your consent to use telehealth will be confirmed.
- ☐ Make notes of any clinic guidelines or recommendations you need to follow.
- ☐ No video or audio will be recorded.

After your appointment



- ☐ Do not hang up unless instructed.
- ☐ Your Counselor or Provider may provide further details or schedule another appointment.
- ☐ Make sure you have asked your questions before your meeting ends.
- ☐ After the meeting, continue to follow any recommendations given by your Counselor or Provider.



Privacy and Confidentiality:

The privacy and confidentiality standards that apply to face-to-face consultations also apply to telehealth consultations. Telehealth services using secure platforms can provide that privacy and confidentiality.