



## 8 Telehealth Saskatchewan and its partners are committed to the following principles:

### ***Privacy***

All information during the appointment is strictly confidential. You have the following rights for confidentiality in accordance with Provincial, Federal, and Regional legislation:

- ✓ To know all people in your location and the reasons for their attendance.
- ✓ To know all people at the clinical provider's site and their reasons for attendance.
- ✓ To request that any person not stay in attendance, keeping in mind that it may influence the consult process.

### ***To Inform You***

- ✓ How the videoconference equipment functions.
- ✓ A local health care provider may be required to stay in the room to control the equipment. Basic equipment instruction will be provided if you prefer to be alone.
- ✓ If you are not comfortable with the use of the Telehealth technology or are concerned that it is not meeting your health care needs, you have the right to request an appointment to see the clinical provider at their location.

### ***A Safe & Appropriate Environment***

- ✓ If required, the most appropriate local health care provider will be present during the clinical consult.
- ✓ Your local health care provider will follow all Regional Health Authority Infection Control policies and guidelines.
- ✓ You will be treated with respect and dignity during your Telehealth clinical appointment.

### ***Addressing Concerns***

If you experience any problems during the clinical Telehealth appointment, you may express your concerns through the following channels:

- ✓ Discuss with your Telehealth Coordinator or local health care provider.
- ✓ Contact your Health Region
- ✓ Contact the Telehealth Saskatchewan Program at 306-337-0953.