



## **Televideo Appointments**

Welcome to Solvista Health. During your appointments, you may talk to your provider over a televideo connection. We put this tip sheet together to answer questions you may have about your televideo appointments.

### **What is a televideo appointment?**

A televideo appointment is a way for a client and a medical provider to talk to each other using audio and video equipment over a secure internet link. It is a live conversation. It is also called “Telemedicine” or “Telehealth.”

### **Why do you use televideo appointments?**

We want to offer our clients easy access to the right providers for their care. Because our providers are not always in the office, the best way to do this is over a video connection. This also gives our clients in at any of our locations in Canon City, Salida, Westcliffe, Buena Vista or Leadville, easy access to the all of our providers.

### **What if I don’t want televideo services?**

You have the right to refuse services offered by televideo. You can try it and let us know that it is not the right fit for you. If you already know you don’t want to receive services via televideo, let us know. If the service is available with one of our providers in person, we will try to connect you with them. If the service is not available any other way than televideo, we can help you find another provider outside of Solvista Health. We will help you get the right care for your needs.

### **What happens in my appointment?**

You will go into a private room and sit in a comfortable chair, just as if the provider was there in the room. Instead of talking face to face, you will talk to the provider on the video screen. You will have a conversation just as if the provider was in the room with you.

### **What can I talk about in my appointment?**

You can say anything to the provider that you would in a face-to-face appointment. You can ask questions about your treatment, share your thoughts and feelings, discuss your goals, and talk about what works and what doesn’t.

### **What happens to information I share during a televideo appointment?**

Your provider will enter information into your electronic health record the same way they do if you see them in person. You have the same rights to get a copy of your medical records created during a televideo appointment that you do for records created in person.

### **Is there anything special I need to do or say?**

When the provider comes on screen, look at the screen. Speak in a normal tone of voice. Sometimes, it might seem like he or she is looking away from you because of where the camera is placed. If you are uncomfortable, please let your provider know.

### **Will my conversation be kept private?**

Yes. Our system works on a special network that is private and secure. **We do not record the conversation.** You are just as safe talking to the provider over our video system as you are talking in a room.

Most people tell us they don't mind talking to their provider over televideo and after a couple of appointments they aren't even aware that they are talking to someone on a video screen. Our goal is for your experience to be friendly and positive.

### **What if I have other questions or comments about my appointment?**

Talk to any staff member to get your questions answered. We want you to share your thoughts on how to make care better. We are all here to help you.