

## KELVIN ARROYO TELEHEALTH CAPSULE TRANSCRIPTION.

**Starting visual** Telehealth Kelvin Arroyo, User Resource Partner (patient-partenaire) at the CISSS des Laurentides

*Hello. My name is Kelvin Arroyo. I live in Sainte-Adèle in the Laurentians. I am a caregiver for my 96-year-old mother who lives with us and a caregiver for my wife Elisabeth who is being treated for lung cancer. Elisabeth is currently using teleconsultation.*

*0:24 Visual: TELEHEALTH That's what we call telehealth, **a simple and advantageous remote consultation option available in the comfort of your own home.** The CISSS des Laurentides provides telehealth services which could be an option for you.*

*0:38 To use telehealth, all you need at home is a computer, laptop, tablet or smartphone equipped with a microphone and a speaker. If your equipment allows you to listen to a video online, you can communicate by video. In case of doubt, you can check with your internet provider whether your package offers you sufficient bandwidth for video communication.*

*1:02 When the date and time of your appointment is confirmed by your healthcare professional, who can be a doctor, a psychologist, a speech therapist, a pivot nurse or any other professional, you won't be left on your own. You will have all the necessary information to prepare the video communications tool before your appointment.*

*1:21 It is important to note that without your full and informed consent, it is not possible to have access to telehealth. In telehealth, like all other health interventions, respect for privacy is required and, as a result, all personal information is treated securely and confidentially.*

*1:39 But what are the advantages of telehealth? Well, having access to the same quality of care and services as those provided in your doctor's or other professional's office. Receiving appropriate ongoing care when it is needed. Since telehealth happens at home, there is less stress and less associated travel expense, less time spent in waiting rooms. And, in pandemic times, you avoid the risks of exposure to contagion during travel and in waiting rooms.*

*2:10 Please note that in-person consultations with the concerned professional may be possible or even unavoidable, depending on the case.*

*2:20 Telehealth is more than an option, it is a simple, modern and efficient method of consultation at your fingertips, all in the comfort and privacy of your own home.*

*If you are wondering if telehealth is appropriate for you, talk to your professional. Together, you can see if your condition lends itself well to this kind of consultation.*

**Final visual:** Good telehealth! Video montage: Kelvin Arroyo