

Privacy

Your health information will be private. OTN knows that your personal health information is important to you and must be protected. Personal health information is any information that can identify you and link you to healthcare services you receive.

OTN uses a variety of physical, administrative and technical methods to protect your personal health information.

When you give your email address to your healthcare provider, we recommend you use a personal email address (a business email address is considered the “property” of an employer and subject to review by them). Also, please consider that the email address used to receive invitations carries certain risks. Although no personal information is ever shared the content of any personal email may be subject to review by third parties.

OTN will have access to and use your IP address only to help us calculate and report to the Ministry of Health and Long-Term Care (MoHLTC) in which geographical region of the province you are from so OTN can estimate how many kilometers Ontarians like you don't have to travel when using eVisit.

For more information please visit our website at www.otn.ca.

To support the evaluation of this eVisit project, please take a few minutes to complete an online survey about your experience. You can access the survey here: otn.ca/patientsurvey-evisit



Your eVisit Appointment

... just like an in-office healthcare appointment



Your healthcare provider has made an appointment to see you via eVisit, instead of in person. Using your computer or mobile device, along with technology provided by the Ontario Telemedicine Network (OTN), you can connect with your healthcare provider without having to leave your home. All it takes is internet access and a browser plug-in. eVisits reduces the time, cost, and stress associated with travelling to an appointment.

What is an eVisit?



An eVisit is just like a regular appointment; the only difference is that you will see and speak with your healthcare provider via video. Before you start the appointment, your healthcare provider will already have all relevant information about you to support your eVisit.

What do I need to do an eVisit?



eVisits are easy to do. If you currently use email and access the Internet, have a personal computer with a webcam, speaker and microphone, or a smartphone or tablet — you've already got all the skills and equipment you need.

How does it work?



The healthcare provider arranging the eVisit will send you an email invitation, and might give you a Personal Identification Number (PIN).

Check your system or device ahead of time. For the best experience, we recommend using Chrome on your personal computer. For mobile devices, download and install the required application before your appointment. Click the [test your device](#) link to verify your internet connection, and check your device for video readiness.



When the time comes for your appointment, click the **Start eVisit** link. You'll be asked to enter your name (and, if needed, the PIN you were given).

A video window will open on your computer and your personal, private appointment will begin.

Is there a cost?



No. There is no cost to patients to do an eVisit.

Will the eVisit be private?



Just like an in-office healthcare appointment your eVisit will be private and confidential. It can only be seen and heard by you and your healthcare provider.

Your eVisit will take place:

Date _____

Time _____