

TELEMEDICINE INFORMATION SHEET

1. Why would I want to have a telemedicine appointment?

Telemedicine can help you get access to naturopathic doctors, medical doctors and specialists, who may not be in the same city, province or country as you. It can also be a more convenient way to see your doctor, because you don't have to travel to the doctor's office, and you decrease the time out of your day for the appointment.

2. How will my Naturopathic doctor know how to use telemedicine properly?

The College of Naturopaths of Ontario (CONO) licenses Ontario naturopathic doctors and ensures they treat patients appropriately. CONO requires that all naturopathic doctors must comply with all regulations and standards of practice of the College of Naturopaths of Ontario.

3. Is the quality of care I get during a telemedicine appointment different than the quality of care I would get in-person?

The care your naturopathic doctor provides you during a telemedicine appointment must be of the same quality as care provided in-person. Your naturopathic doctor must meet the same expectations that apply to in-person care. For example, they must: have your consent for the treatment, follow-up on test results, keep your health information private and confidential, and keep medical records.

4. How will I know if a telemedicine appointment is an option for me?

Your naturopathic doctor will talk to you about whether telemedicine is an option, and will advise whether telemedicine is suitable for you. You can help your naturopathic doctor by telling him or her if you have any concerns about having a telemedicine appointment. Telemedicine may not always be appropriate for you.

5. I use an app on my phone to make video calls to my friends and family. Can I talk to my doctor this way?

No. Your naturopathic doctor must use secure video technology to keep your health information private and confidential. Talk to your naturopathic doctor about whether there is other technology you can use that is secure.

6. I would prefer to use an app on my phone to make video calls to my doctor, even if this means my health information may be shared with others by accident. If I tell my doctor that I don't care who sees my health information, can I talk to my doctor this way?

No. Your naturopathic doctor has legal obligations to keep your health information private and confidential. Your naturopathic doctor is required to use technology that is secure, and will protect your health information.

7. Does it matter where I am during my telemedicine appointment?

Yes. You can help your naturopathic doctor keep your health information private and confidential by being in a space that allows you to talk with your doctor in private. For example, you shouldn't be in a public setting, such as in a coffee shop or shopping mall.

8. Can telemedicine be used to see a doctor outside my home State or Province?

Yes. Telemedicine can help you access care from a naturopathic doctor you may not otherwise be able to get to in-person. This includes doctors in another state/province, or even another country. If the naturopathic doctor is not located in your home State or Province, he or she may not be licensed in your home State or Province. You should check to see where the doctor is licensed.

9. Should I tell my local doctor or health care provider about the care I receive from a naturopathic doctor outside my home State or Province using telemedicine?

If you are thinking about making a telemedicine appointment to see a naturopathic doctor outside your home State or Province, you may want to talk to your local doctor or health care professional about it. If you see a naturopathic doctor outside your home State or Province, you may want to ask for a summary of the care you received, so you can share this information with your local doctor.

10. Do I have to pay for the care I receive during telemedicine appointments?

If the care is not covered by your private insurance, you will have pay out-of-pocket for the care you receive. If you see a naturopathic doctor outside of your home State or Province, you may want to check to see if the care will be covered first.

12. What should I do if I am worried about the care I receive?

Contact the practitioner's licensing body if you have any questions or concerns about the care you receive.