

# TeleHealth at Intermountain Healthcare

Intermountain's secure TeleHealth technology gives you faster access to the care you need.

## What is TeleHealth?

TeleHealth is a video system that connects you and your care team to additional specialists throughout Intermountain. Your local care team is still in charge of your care. TeleHealth can provide an extra layer of support and resources for your needs. Here are some of the benefits that TeleHealth can provide:

Faster access to Intermountain specialists

- Convenience — less need to travel for specialist care
- An added layer of safety and support if you're in crisis or in an intensive care unit (ICU)
- Faster access to language translators, educators, or coaches

## How does TeleHealth work?

TeleHealth technology can be used in an intensive care unit (ICU), a hospital room, or a regular clinic office.

When the connection is active, TeleHealth providers will appear on a video screen. You and your local providers can talk with them to get advice about your care.

**When is it used?** TeleHealth may be used:

**If your local healthcare providers request it.**

In a hospital or clinic, your local healthcare providers can ask for TeleHealth support. This is often a scheduled appointment.

- **If your medical condition warrants it.** In an emergency, your local healthcare provider may need to ask for TeleHealth support. In these cases, you may not know ahead of time.

Date: \_\_\_\_\_

Patient name: \_\_\_\_\_

TeleHealth service being used: \_\_\_\_\_

How or why we are using TeleHealth today:

Who to ask about what it will cost: \_\_\_\_\_

For more information: \_\_\_\_\_

- **For brief check-ins on your hospital care.** If your medical situation warrants it, a team of TeleHealth providers may be monitoring your data. They may also take a quick look at you to see how you're doing. If TeleHealth providers turn on the camera in your room, they will announce themselves and show their image on the video screen. If it's not a good time, they will quickly turn off the camera and try later.

**How much does it cost?** TeleHealth services are billed in the same way local services are billed. You can ask your care team for information about billing.

## Your role in choosing TeleHealth

Your role in TeleHealth care is just like your role in your local care. We want you to ask questions. We want you to understand what your care providers are recommending. You can ask for another opinion. And if you don't want to do it, you don't have to. Please feel free to talk with your nurse or doctor about your questions or concerns.

