

Telehealth

At Children's Hospital

What is telehealth?

Telehealth is the use of electronic means to deliver healthcare services for your child. This can be for the purpose of:

- Diagnosis
- Treatment
- Follow-up
- Education

During a telehealth session, your child's medical history and personal health information will be shared between you and your provider. They may also be shared with other health providers, if needed. The sharing can be done via:

- Two-way video.
- Audio.
- Photo recordings.
- Other options (remote monitoring, etc.).

What are the benefits for my child?

Your child can have:

- Improved access to medical care.
- Greater comfort in their own home or their own room
- Less exposure to infection from:
 - COVID-19.
 - Flu or RSV.
 - Rotavirus (the "stomach bug").

Is telehealth safe?

All efforts are made to protect the security of your child's PHI (Protected Health Information). There is always a small risk that telehealth information can be intercepted or security breached, however. In rare cases, telehealth information can be of poor quality. Such an event might require a face-to-face office visit for your child, or the scheduling of a second telehealth session. It could also mean that medical evaluation or treatment is delayed.

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