

Telemedicine at the



through the
Ontario Telemedicine Network





Introduction

- Ontario Telemedicine Network (OTN) is the provincial private telemedicine network utilized by The Pediatric Neurology Clinic
- OTN sessions allow screen-to-screen, online discussions performed in real-time between one of our Pediatric Neurologists and a patient and/or their family member(s)
- Visits can be conducted using any Smart Device (mobile phone, computer, tablet, ipad) while the patient and/or their family member(s) are in the comfort of home
- OTN services are available to new patients (for a first visit) or existing patients (for a follow-up visit)
- This service relieves the burden of travel and has proven to be an invaluable tool for those patients who are geographically a far distance from our clinic.



Instructions- How to Use OTN

What is needed?

- Any Smart Device (mobile phone, computer, tablet, iPad, etc)
- An internet connection
- A valid email address on file at the Pediatric Neurology Clinic
- Signed consent/Email Communication Form to allow our staff and physicians to communicate via email

How does it work?

- The OTN visit will be schedule by staff/physicians just like an in-clinic appointment
- An email will be automatically sent to your email address, which provides the specified date and time of the consultation, instructions to ensure that your device is compatible for use with OTN, as well as the link to click on to start the eVisit (See next page).



Example of the email you will receive from our clinic

Video eVisit Invitation - Event ID 149154780 [Inbox](#)

★ OTN No Reply <do-not-reply-otninvite@otn.ca>

[Reply](#) | [Reply to all](#) | [Forward](#) | [Print](#) | [Delete](#) | [Show original](#)

----- La version française suit la version anglaise -----

Hello,

You have been invited to an OTN eVisit (secure video appointment) on **Friday, November 8, 2019 at 8:45 AM (Eastern Time)**.

Joining an eVisit is simple:

1. Prepare

Desktop / laptop users: You will join your appointment using your web browser. For the best experience, use the Chrome browser.*

Mobile users: Install the "Pexip Infinity Connect" app for [iPhone/iPad](#) or for [Android phone/tablet](#). Close the app once the installation is complete.

We recommend that you [test your device](#) in advance.

2. Connect

When it's time for your appointment, click the button below to join.

Mobile users: You must install the mobile app before joining. After you open the app using the button below, click on the green video icon to connect to the call.

[Start eVisit](#)

Need help?

If you have questions about your health care or appointment, contact your health care provider.

If you have questions about how to prepare for or connect to your appointment, please visit [eVisit Help Centre](#).

If you are seeing your family doctor or specialist, please return to this email after your eVisit and take a [short survey](#) about your experience. All information will remain confidential.

Thank You.

Date and time of the appointment will be displayed here

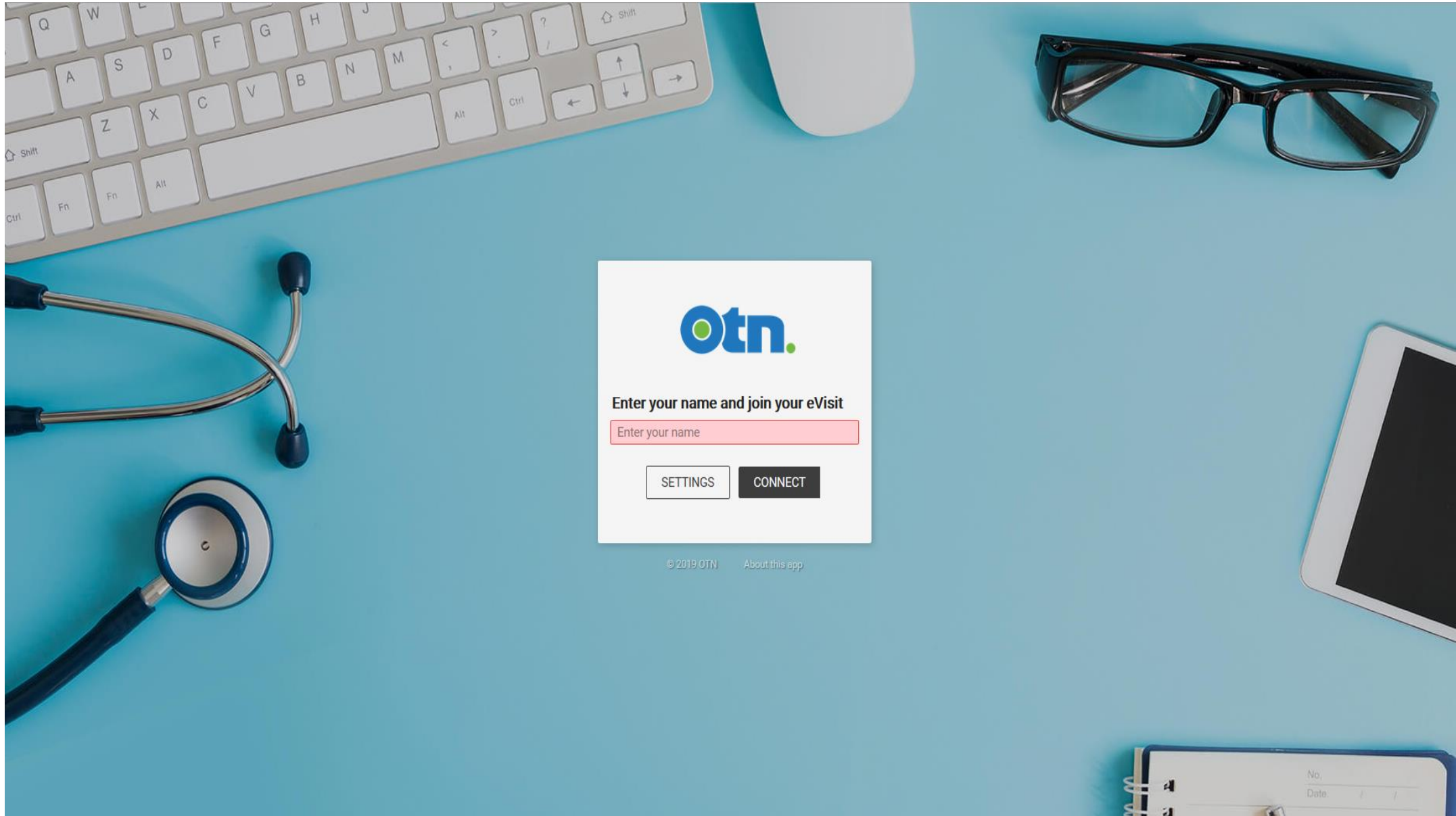
Ensure that you test your device **BEFORE** the scheduled date and time of the appointment.

On the date and time of the Telemedicine consultation, simply **click on this link** to connect with the physician.

Once you click on

Start eVisit

the following screen will appear. Simple enter your name, click on **CONNECT**.





Important Notes- Things to Remember

What if I need to reschedule?

- The OTN visit is like any other clinic visit. If you need to reschedule, simply contact our clinic
- Please note that 2 business days' notice are required for canceling or rescheduling an OTN appointment or a \$50 fee will apply that is not covered by OHIP

What if I'm having technical difficulties?

- If you are unable to connect to the OTN eVisit at the time of the appointment, **contact the clinic immediately by phone** (905-844-7444)