

Telehealth Services *Myth Busters*

Telehealth involves the provision of health-related services and information via digital communication technologies. It allows for long-distance patient-clinician interaction and offers participants the opportunity to receive care without ever leaving their homes, workplace, support network or community.

Myth 1

Virtual visits should only be used for patients living in remote communities.

FACT Canada is a world leader in the use of telehealth, which has revolutionized access to care in remote communities. In fact, many Canadians face barriers to accessing care regardless of where they live, and virtual visits can reduce barriers such as taking time off work for an appointment and transportation difficulties while eliminating travel, parking and childcare costs.

<https://www.infoway-inforoute.ca/en/component/content/article/2-miscellaneous/7519-digital-health-myths>

Myth 2

Telemedicine is complicated, confusing and requires the end user to be very technology savvy and have state of the art computer systems.

FACT 88.5% of Canadian households have access to the internet. Accessing telemedicine doesn't always require the use of a computer. In many cases, accessing care is as simple as answering a cell phone call.

<https://www.smartvisionlabs.com/blog/telemedicine-myths-and-the-truth-behind-them/>

Myth 3

The introduction of virtual visits means I won't see my clinician anymore.

FACT Face-to-face visits will remain a cornerstone of primary care, but sometimes an in-person visit isn't required. According to research, patients who opt for virtual visits do so to save time, gain faster access to care and may be able to prevent a work absence. Virtual visits can also enable continuity of care for those in remote communities, reducing travel costs.

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Myth 4

The quality of care offered in a virtual visit is not as good as the care in a face-to-face session.

FACT While in-person visits are essential in some cases, there are many scenarios in which virtual visits can provide the same standard of care. A BC study found 79% of patients who had a virtual visit said the quality of care was the same as in an in-person visit. 91% said the online visit helped them with the health issue for which they needed the appointment.

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Myth 5

Telehealth is simply a 1 to 1 video call that doesn't allow for best treatment practices.

FACT At CBI Health we are currently trialing equipment such as movement sensors, force gauges, and wearables that safely and securely interface with various telehealth platforms. Our clinicians are also able to monitor vital signs, monitor daily activity and administer a variety of standardized tools in an effective fashion.



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