



As a user of the virtual care unit, you will receive some of your care and services remotely through telehealth.

Your rights as a user

Virtual care unit

WHAT YOU NEED TO KNOW

Even when care is provided at a distance, you have the same rights as during an in-person appointment.

The care and services may include: video calls with health professionals (teleconsultation), using connected medical devices that send your results to your care team, using a tablet to talk easily with your care team, and other services based on your needs.

Your care rights

- Receive telehealth care that fits your health needs
- Be treated by qualified professionals
- Continue receiving care after the telehealth services end
- Be transferred to another service if needed
- Refuse care or a service, or refuse certain team members from taking part in your care (within available resources)
- Agree to the care (make an informed choice) before receiving telehealth services

Your rights to information and participation

- Be clearly informed about your care options
- Participate in decisions about your care
- Make your own choices

Your rights to information and participation (continued)

- Plan your next steps with the care team after telehealth
- Have a family member or representative with you during follow-ups
- Accept or refuse to participate in research or a clinical trial
- Share any concerns about the quality of the care you received

Your rights related to privacy

- Protect your personal information
- Keep video calls and shared information confidential
- Know how your data is used
- Access your medical record

Need help?

Call our nurses anytime:

**450-699-2425, ext. 7704 or
263-362-0594**

We're available 24/7

Your human and social rights

- Be treated with respect, kindness, and without judgment
- Have your religious or spiritual beliefs respected
- Make your own decisions, even if they involve some risk
- Be free from abuse, exploitation, or discrimination

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