

Pain and Symptom Control Telehealth Clinic



Your doctor has asked for a consultation by the Pain and Symptom Control Telehealth Clinic team at the Cross Cancer Institute, to review your symptoms.

The appointment will take place at a hospital or clinic close to your home.

What is Telehealth?

Telehealth uses a live video link to deliver health care services between two locations. It allows you to see members of the health care team such as a doctor, nurse, dietician, physiotherapist, psychologist, etc. on a screen and talk to them as if they were in the same room.

What are the benefits of Telehealth?

It can increase access to health care and reduce travel time so you spend less time away from home or work to go to your appointments.

What can I expect?

- You will be contacted the week prior to the scheduled appointment. A nurse will ask you questions over the telephone to make sure that the right team members attend the appointment.
- A nurse will be with you during your appointment.
- You can see, hear and speak to the health care team on the screen, and ask any questions that you may have.
- At the end of the discussion, the team members may have some suggestions such as a change in medication or radiation therapy to help improve your symptoms.



How is my privacy protected?

- Private and secure video connections are used. No one will be able to access or view your Telehealth appointment.
- Anything discussed, written or seen will be kept confidential.
- Telehealth appointments are not recorded.

What is expected of me?

- You may need to have tests done prior to your appointment.
- Call the clinic if you need to reschedule or cancel your appointment.
- You will be asked to arrive at the clinic approximately an hour before the appointment time in order to be assessed by the clinic nurse.
- You will be asked to fill out a satisfaction survey after our appointment. Your comments will be kept confidential.



The Edmonton Team

The Edmonton team may consist of:

- Pharmacist
- Physical Therapist
- Occupational Therapist
- Dietician
- Respiratory Therapist
- Social Worker
- Psychologist
- Registered Nurse
- Speech Language Pathologist
- Pain & Symptom Control Physician
- Spiritual Care Professional

If you have any questions or require more information regarding this program, please speak to your physician or contact:

Phone: 780.432.8350 Fax: 780.432.8419