

Oneida County Health Department- Reproductive Health Clinic's



Explanation of Telehealth Services:

What is Telehealth?

Telehealth is the exchange of medical information from one site to another via electronic communications. Telehealth services at the *Oneida County Health Dept. - Reproductive Health Clinic* in Rhinelander allows you to have a medical appointment with a provider via electronic communications, such as a telephone or a secure internet format. You will be able to speak in real time to a health care provider during your telehealth visit.

Is Telehealth safe?

Yes, all telehealth sessions are safe, secure and follow the same privacy (HIPAA) guidelines as an in-person reproductive health visit. **Your telehealth appointments will always be kept confidential.** In addition, telehealth visits are NEVER audio or video recorded.

How do I make a Telehealth visit?

- 1.) Telehealth services are only available to people who are established or new patients (clients) at the **Oneida County Health Department-Reproductive Health Clinic (OCHD-RHC)**.
- 2.) You will need to schedule an appointment to speak with your provider by calling **715.369.6116**
- 3.) As with in-person visits, it is your responsibility to call our office to cancel or reschedule an appointment if you cannot attend that specific appointment time. *A text reminder will be sent to you for this appointment if it's made more than 24 hours prior to the visit and a Text consent form is on file at the OCHD-Reproductive Health Clinic. (See #4 & #5 below)*
- 4.) You will have the opportunity to review the CONSENT FOR TELEHEALTH visits on the OCHD-RHC website at : <https://publichealth.co.oneida.wi.us/services/reproductive-health-clinic/>
- 5.) **New Patients** should print out, (read & sign) the Consent for TELEHEALTH along with all the other posted consents for confidential health care at the Oneida County Reproductive Health Clinic and drop off or mail them to: **OCHD-RHC 100 W. Keenan Street Rhinelander WI 54501**
- 6.) **Establish clients** may give VERBAL consent for telehealth services, after the risks, benefits and alternative options are discussed with your provider. Written consents will be filed on a future visit.
- 7.) If you are prescribed medication(s) by the provider, you will be able to:
 - do a “pick-up” at the RHC clinic office at: 100 W. Keenan Street Rhinelander (2nd floor)
 - or, “curb side” pick up at: 100 W. Keenan Street Rhinelander (back door),
 - or, the prescriptions can be mailed to you ,
 - or, the provider can call-in at a local pharmacy, if that is more convenient for you.

FOR MORE INFORMATION on TELEHEALTH SERVICES call the ONEIDA COUNTY HEALTH DEPARTMENT'S REPRODUCTIVE HEALTH CLINIC Staff at: 1-715-369-6116

All reproductive health services are voluntary and confidential.