

calls are encrypted, which means that only the two devices involved in the conversation can access the shared data.

Your information and safety are carefully protected when you use telemedicine services, just as they would be during an in-person doctor visit. Each transmission is secure and compliant with all traditional privacy regulations.

You may also connect with your provider via telephone.

### How do I pay for the consultation?

Payments for the consultations can be made using one of the following options;

Credit or Debit Cards:

You can pay online through your credit or debit cards at [www.shaukatkhanum.org.pk/vmc](http://www.shaukatkhanum.org.pk/vmc)

Online Transfers or Cash Deposits:

You can submit cash or transfer booking fee to any of the following Shaukat Khanum Memorial Trust bank accounts:

Account Title: Shaukat Khanum Memorial Trust

- Habib Bank Limited (A/c 10600022601203)
- Bank Alfalah Limited (A/c 00391002883531)
- MCB Bank Limited (A/c # 00776 01 01 0016828)
- Faysal Bank Limited (A/c 01172007010149)

Easypaisa

You can also send the booking fee through easypaisa mobile account or from any of the 70,000+ easypaisa shops nationwide.

**Note:** For all online transfers, cash deposits or Easypaisa payments, a copy of the payment deposit slip or transaction ID must be forwarded to the following email address [bs4@skm.org.pk](mailto:bs4@skm.org.pk) or by SMS/WhatsApp to the following number +92 301 1185423, together with your six-digit Hospital Medical Record (MR) number.

### What are the charges for the consultation?

Kindly call our helpline to learn about the fee structure.

# Telemedicine (Guidelines for Patients)



Shaukat Khanum Memorial Cancer Hospital and Research Centre  
Lahore: 7-A Block R-3, Johar Town, Lahore, Pakistan

Tel: +92 42 359 5000 | UAN: 042 111 155 555

Peshawar: 5-B, Sector A-2, Phase V, Hayatabad, Peshawar, Pakistan

Tel: +92 91 588 5000 | UAN: 091 111 155 555

Karachi Diagnostic Centre and Clinic

DDCH1, 1st Street, Phase VII Extension DHA, Karachi, Pakistan

Tel: +92 21 3531 8495-99 | UAN: +92 (21) 111 756 756

[www.shaukatkhanum.org.pk](http://www.shaukatkhanum.org.pk)



Shaukat Khanum  
Memorial Cancer Hospital  
and Research Centre

## Telemedicine (Guidelines for Patients)

Telemedicine involves the use of telecommunication technology to provide clinical services to patients without an in-person visit. It allows health care professionals to assess, diagnose and manage patients at a distance using electronic device and software. It is becoming an increasingly important part of the western world healthcare infrastructure, and over the last few years nearly all leading hospitals in United States, such as Mayo Clinic, Johns Hopkins, Massachusetts General Hospital and Cleveland Clinic, and healthcare networks worldwide, for example National Health Service (UK) and Canada Health are utilizing telecommunication technology for delivering healthcare.

Recently, due to the ongoing COVID – 19 pandemic, many countries and leading healthcare systems all over the world have allowed telemedicine clinics, conducted by video- or voice-call, to temporarily replace face to face consultations. Telemedicine is now being used for new patient consultations as well as for follow-up visits, management of chronic conditions, medication management, specialist consultations and a host of other clinical services remotely via secure video and audio connections.

### Telemedicine is ideal for the following types of patients:

- Those who are living in rural areas or isolated communities,
- Patients who have limited mobility, time, or transportation options, and
- Patients who are worried about exposure to potentially contagious infections

### Benefits of telemedicine include:

- Less time away from work and family
- No travel expenses or time
- Privacy
- No exposure to potentially contagious infections

### Tools You'll Need

- Smartphone with internet or strong WiFi signal and WhatsApp software for video consultation
- Telephone (landline or mobile phone) for audio

consultation.

## Tips for a Successful Telemedicine Consultation

- Make sure you are prepared for the consultation at least 5 minutes before the scheduled time.
- Conduct the video call in a well-illuminated room so your provider can see you.
- Be in a quiet setting, away from other people. Turn off background television, music or radio noise.
- Make sure you are appropriately dressed.
- Make sure the space is private, so you can discuss personal medical information.
- If you have hearing or language issues, arrange a translator to assist you, during the consultation.
- If you find using a smart phone or tablet device difficult, ask an attendant to help you during the consultation.
- Write down any questions for your provider before the visit.
- Have a paper and pen ready to take notes.
- Test your device prior to the visit.

## Frequently Asked Questions

### How do I schedule a telemedicine consultation with a specialist?

You can book a telemedicine consultation appointment by calling the hospital helpline.

### Can my family join me during my video visit?

Yes, patients can invite loved ones to participate in the telemedicine consultation.

### What if I don't have a smartphone, or I do not wish to participate in a video call?

Patients, who for some reason cannot participate in a video consultation, can utilize the option of audio telemedicine consultation. The health care provider will call you on your landline or cell phone.

### What are the charges for the consultation?

Kindly call our helpline to learn about the fee structure.

### Are video visits secure?

The telemedicine programme at SKMCH&RC is currently using WhatsApp for video consultations. These video