

Compassionately
serving our
community
through accessible,
specialized care.

*Technology has the
potential to improve
the quality of health care
and to make it accessible
to more people.*



Equal Opportunity in Service Delivery

No otherwise qualified applicant for service or program participant shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, age, sex, sexual identity, sexual orientation, religion, political beliefs or disability. No employee or other person shall intimidate, threaten, coerce, or discriminate against any otherwise qualified individual for the purpose of interfering with any right or privilege secured under one of the applicable civil rights laws, or because they have made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding or hearing under one of the applicable civil rights laws. This policy covers eligibility for access to service delivery, and to treatment in all of the programs, services and activities. All employees are expected to support the goals and programmatic activities relating to nondiscrimination in service delivery.

For more information, questions or referrals,
please contact North Central Health Care:

NCHC Wausau Campus 715.848.4356
1100 Lake View Drive
Wausau, Wisconsin 54403

NCHC Antigo Center 715.627.6694
1225 Langlade Road
Antigo, Wisconsin 54409

NCHC Merrill Center 715.536.9482
607 N. Sales Street, Suite 309
Merrill, Wisconsin 54452

NCHC Crisis Center Available 24/7

If you are experiencing an emergency, crisis or are in
need of Ambulatory Detoxification Services, please call
North Central Health Care Crisis Center:

715.845.4326 or 1.800.799.0122

Hearing Impaired/TDD Line 715.845.4928 (Wausau)



North Central Health Care

Person centered. Outcome focused.

www.norcen.org



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TeleHealth



Utilizing Technology
to Benefit Your Health

*Serving Residents in the Counties of
Marathon, Langlade and Lincoln*



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TeleHealth Services

North Central Health Care offers a service that allows modern technology to facilitate care between clients, nurses and doctors, as if they are in the same room even though they may be miles apart. No matter where the patient lives, he or she should have access to high quality specialty care.

North Central Health Care's TeleHealth Services will allow care close to home, giving clients the opportunity of seeing, hearing and talking to a healthcare provider at a distant location by a secured video conferencing connection. All clinical consultations are interactive real time.

How Does TeleHealth Work?

During a TeleHealth session, clients will be able to talk, hear and see the provider just as they would during a face-to-face visit. North Central Health Care staff will explain:

- How the equipment works
- The steps that have been taken to ensure privacy and that health record are maintained according to the law and North Central Health Care policies and procedures
- The roles of individuals attending and introduce clients to individuals who will be present in the local sites as well as those at the distant sites
- A client's right to request non-essential people be excluded from TeleHealth sessions

Benefits of TeleHealth

TeleHealth provides access to specialized healthcare providers. It also decreases a client's time spent away from home or work. High quality care can be given without lengthy travel or the expense and risks associated with it.

What Can I Expect During a TeleHealth Session?

Clients will be accompanied by North Central Health Care staff to the TeleHealth room, which is equipped with the video conferencing equipment needed to connect providers and clients. The provider and client may then speak to each other as though they were in the same room. Normally the provider and client are the only individuals present. If there is need for additional personnel to be present, clients will be required to grant permission.

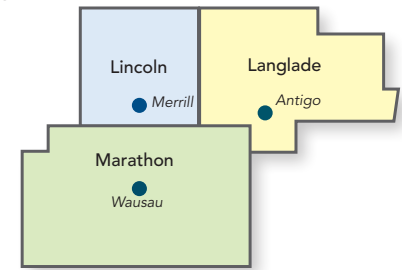
What Are the Alternatives to TeleHealth?

Participation is completely voluntary. If clients do not wish to participate, they may choose to access services according to other methods available from North Central Health Care. This may involve waiting to see a provider or traveling to see a professional in another location.

Accessible Care

North Central Health Care serves residents in the counties of Marathon, Langlade and Lincoln. With such a large geographical area, it is important for treatment and recovery that there is access to these services close to home.

TeleHealth is available in each of the three counties North Central Health Care serves, with offices in **Wausau, Antigo, and Merrill.**



Experience Matters

At North Central Health Care, our team of skilled, experienced professionals are expertly trained in a variety of treatment solutions. We work together to help you experience the best outcomes. Our interdisciplinary team consists of:

- Referral Coordinators
- Counselors
- Therapists
- Psychiatrists
- Psychologists
- Nurse Practitioners