

Frequently Asked Questions:

Will the Health Buddy appliance increase my telephone or electric bills?

No, the Health Buddy appliance dials a toll-free number, so no charges will show up on your phone bill. Your Health Buddy appliance uses less power than a light bulb in your refrigerator.

Can I use my telephone while it is connected to the Health Buddy appliance?

Yes, you can use your phone as usual. If you happen to pick up the phone while your Health Buddy appliance is using the line it will automatically stop and reschedule its call so you can use the phone.

Where's the best place to put my Health Buddy appliance?

You can put your Health Buddy appliance anywhere there is an electrical outlet and a working telephone jack.

Frequently asked questions cont.

What if I accidentally push the wrong button when answering a question?

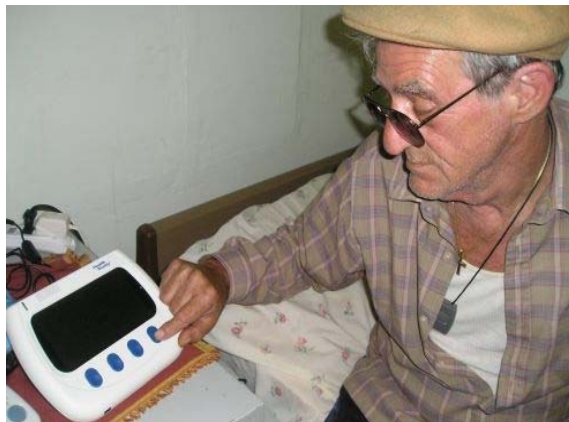
No problem. At the end of each session, you will have the option to review and change your answers.

Do I need to have a computer or know how to access the internet?

No, all you need to do is read the screen and press the buttons.

Will there be any additional cost to me?

No, there will be no additional cost to you as long as you are a patient of Sullivan County Public Health Services.



Sullivan County Public Health Services

Telehealth Program

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Invented for life



MCKESSON

Empowering Healthcare

Introducing the

THE FIRST PERSONAL, IN-HOME, DAILY
INFORMATION LINK BETWEEN YOU AND YOUR
HEALTH CARE PROVIDER

Daily communication means even better care
for you.

The Health Buddy appliance is a friendly,
convenient, easy-to-use device that lets you
provide your nurse with important information
about your condition on a daily basis--right
from the comfort of your own home.

Now you can take a more active role in your
own well-being, and enjoy a greater peace of
mind knowing that the people responsible for
your continuing care have up-to-date
information on the status of your health every
single day.

Here's how the Health Buddy appliance works

The Health Buddy appliance plugs into
your telephone line and an electrical
outlet. You will be asked a series of
simple questions about your health
status. You answer by pushing one of
four buttons. The entire process takes
only a few minutes each session.

After you complete your session, your
Health Buddy appliance will silently
and automatically dial a toll free
number to send your information to
Sullivan County Public Health Services.
It also receives new questions and
helpful information for your next
session. Your Doctor and your Public
Health Nurse will be able to access the
information to evaluate your progress
and help provide you with even better
care.



YOUR HEALTH BUDDY APPLIANCE LETS YOU BECOME AN ACTIVE MEMBER OF YOUR OWN HEALTHCARE TEAM

EASY

The simple design of the Health Buddy appliance
makes it easy and even fun to use. Just read the
questions and reminders that appear on the
screen, and answer by pushing one of four
buttons.

CONVENIENT

Your Health Buddy appliance goes anywhere
there is a phone jack and an electrical outlet. It
is ready with questions and instructions
specifically designed for you. It will provide
medical professionals with the kind of up-to-
date information they need to give you the best
possible care so you can live a healthier life.

CONFIDENTIAL

You can rest assured that the information
collected during your daily sessions is secure
and confidential. No one will have access to your
data unless they have been authorized by you.