

Preparing for a Telehealth Visit

What is a telehealth visit?

A telehealth visit allows you and your provider to share information without going to the office. You can discuss your diagnosis, treatment, prescriptions, questions and concerns, just as you would in person. A telehealth visit may take less time since you do not need to travel.

A telehealth visit can be a phone call, or a video visit where you and your provider can see each other using a smart phone, tablet, laptop or desktop computer.

To get the most out of the visit, it is very important that you are prepared.

Use the checklists below to help stay organized.



Before your visit:

Technology

- Make sure you know how to turn your device on and off, and change the volume.
- Do you have enough minutes or data on your phone or internet plan?
- Will your wired or WiFi internet connection support your telehealth visit?
- Your provider may email you a link for your telehealth visit, or have you download an app.

If you will use video:

- Know where the camera is on your device.
- Before your visit, you may want to practice videoconferencing with a family member or friend.

What to wear

- If you will have a physical exam by video, plan to wear clothing that is easy to remove.

Questions

- Write down your questions, with the most important ones at the top of your list.

Check the time your visit will begin

- Be ready before the start time of your visit to get checked in, or go over your list of medicines.
 - Like an in-person visit, the clinic staff will let you know if there is a major change in the schedule.
- Decide if family members can listen, or if you want privacy.

Getting help

- Let the office staff know as soon as possible if you need help because of a disability or language translation needs.
- You may want to invite a family member or other support person to be with you and help during the visit.

Insurance

- Check with your insurance to see what is covered. Co-pays may apply to your telehealth visit.

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Get ready for your visit:

Medical Information

- ❑ Gather the containers with all your prescription medicines, over-the-counter medicines and supplements.
- ❑ Have a list of your allergies.
- ❑ Be ready to share information with your provider. If possible, weigh yourself and take your blood pressure before your visit. Keep your nutrition, sleep or other journals nearby.

The perfect place

- ❑ Pick a quiet location free from outside noise, pets, family members.
- ❑ Choose good lighting.
- ❑ Place your device on a sturdy surface about 3 feet away from you, or hold it steady. Look into the camera and make eye contact.



Technology

- ❑ Make sure your device is fully charged.
- ❑ Check your volume so that you can hear clearly.
 - Headphones or earbuds can help you hear your provider.
- ❑ Wear your hearing aids.
- ❑ Close any programs and applications that you will not need for the visit.
- ❑ Let the clinic staff know if you have problems connecting.

The visit

- ❑ Like a regular office visit, share an update on your health, including symptoms, new issues or concerns.
- ❑ Ask the questions you have written down.
- ❑ Take notes and write down instructions.
 - Make sure you understand what you are asked to do.

Find out about next steps

- ❑ How you will be contacted for test results, follow-up appointments, consultations, or future tests?

- Phone, email, regular mail, MyChart or other electronic system.
- ❑ Learn when your prescriptions will be ready. Are they local or mail order, or do you need to pick up the prescription?

After your visit

- ❑ If you have questions, contact your clinic or provider.
- ❑ Make any additional appointments.
- ❑ Update your medicine list. Pick up medicines from the pharmacy.