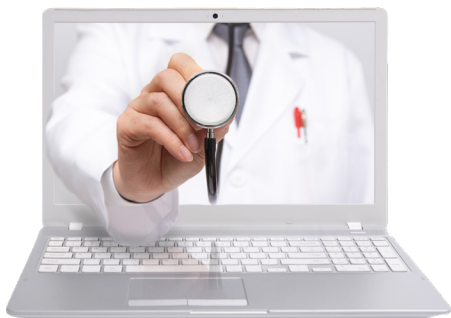




MAKE THE MOST OF YOUR TELEMEDICINE VISIT: FOR PATIENTS

WHAT IS TELEMEDICINE?

Telemedicine is meeting with your health care provider (such as your doctor or nurse) online.



WHAT SERVICES CAN I GET USING TELEMEDICINE?

You can use telemedicine for many services, including:

Primary care: The care you need for short-term and long-term health problems and minor injuries.

Urgent care: Care for health problems that you need to treat right away, but are not emergencies.

Specialty clinics and services, such as:

- Neurology (nerve clinic)
- Home health care
- Cardiology (heart clinic)
- Diabetes management
- Prenatal (pregnancy) care

WHY SHOULD I USE TELEMEDICINE?



TIME

Spend less time away from work and other important things when you do not have to travel



MONEY

Save money on childcare and the cost of traveling



QUALITY

See a specialist you were not able to see before because of where you live

HOW DO I MAKE A TELEMEDICINE APPOINTMENT?

Ask your clinic if they offer telemedicine services. You may be able to:

- Schedule visits: Your clinic will send instructions about how to connect before your visit.
- Get a visit when you need it: You can schedule these visits yourself through an app or website and talk to your provider right away.

IS MY HEALTH INFORMATION PRIVATE WHEN I AM ONLINE?

Yes. If you are worried, ask your doctor about how they will keep your information safe.

Some ways you and your doctor can keep your health information safe are:



Your clinic should have you sign a consent form for the telemedicine visit.



Telemedicine software encrypts their video links (turns them into a code) to protect your health information.



You can close your doors, use headphones, and make sure you are in a private place in your home.

WHAT SHOULD I DO BEFORE MY TELEMEDICINE VISIT?

Be prepared with anything you may need to talk about, such as:

- Your health history (if you are a new patient)
- The reason for your visit (for a follow-up)
- A list of your allergies
- A list of your medicines
- Dates you were in the hospital or had surgeries
- Lab results
- Any questions for your doctor



WHAT CAN I EXPECT DURING A TELEMEDICINE VISIT?

During your visit, you should treat it just as you would a regular office visit. But here are a few other things to think about:

- If you have technology problems during your visit, call the clinic to let them know.
- Do not eat, drink, or do other things that may be distracting during your visit.
- Speak at a normal volume.
- Ask your doctor if they can hear you.
- Takes notes to help you remember what your doctor says.



FOR A GOOD TELEMEDICINE VISIT, MAKE SURE YOU:

- ☐ Use a device with a camera and microphone. You can use a computer with a webcam, a smart phone, or a tablet.
- ☐ Check your Wi-Fi or cellular data before your visit.
- ☐ Move to a quiet, private, place for your visit.
- ☐ Face the brightest part of your room. Make sure there are no windows behind you.
- ☐ Close other apps or programs on your device.
- ☐ Make sure your camera is on, your volume is up, and your microphone is on.
- ☐ Use books or other items to raise your camera to eye level.
- ☐ Adjust your camera and center your face on the screen.

