

ARE YOU A PATIENT LOOKING TO USE TELEHEALTH?



Telehealth has become a common part of the patient care experience. But, maybe you haven't had the opportunity to use it yet.

So...what do you need to know?

1 WHAT TECHNOLOGY DO I NEED?

This will depend on your own doctor as well as the type of service(s) you need for your care. However, telehealth services can be accessed in a variety of ways:

- Regular phone or smartphone
- Computer, laptop, tablet
- WiFi or a data plan for your device
- Other devices you may already use in your care (blood pressure cuff, scale, etc.)
- Sometimes you may need to use technology that is only available at your local hospital or clinic

2 WHAT KIND OF SERVICES CAN I GET?

This will also depend upon your doctor and local healthcare system. Make sure to ask about telehealth for:

- General health care/primary care services (i.e. wellness visits)
- Behavioral/Mental Health counseling
- Specialty services (i.e. Dermatology, surgery follow-ups, etc)
- Prescriptions for and management of medications
- Nutrition counseling
- Services for substance use disorders
- Urgent care needs
- Remote monitoring

3 HOW DO I GET A TELEHEALTH APPOINTMENT?

- Do you already have a doctor? Ask them what telehealth services are available, even if you have asked them before. Things have changed radically over the past 1-2 years.
- Are you seeing a new doctor for the first time, or looking for a new one? Ask if they offer telehealth visits and if telehealth would be a good choice for this visit.
- Ask about how you schedule a telehealth appointment. Is it the same as the in-person process?
- Ask what technology you will need to use and if there is anything you need to do in advance to prepare for the visit.
 - Complete any online paperwork?
 - Make a test call?
- Decide where you will be when you connect in order to have a quiet, private place for your visit.



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ARE THERE DIFFERENT KINDS OF TELEHEALTH?

The word “telehealth” includes a number of different kinds of visits. The kind of technology used will be based upon your healthcare needs and your ability to access the necessary tools. These include:

- Video Visits – includes both audio and video
- Audio-only visits – uses just a phone call
- eVisits – often done in your doctor’s electronic medical record through your patient portal login
- Remote monitoring

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WHAT HAPPENS IN A TELEHEALTH VISIT?

- Just like coming to the clinic, you will have an established time to connect with your doctor for the visit.
- If this is an “urgent/unscheduled” visit, you will likely be connecting to the doctor through an app or link related to your health system, doctor, or insurance carrier.
- You will talk to your doctor, and maybe other clinic support staff:
 - Let them know if you can’t hear or see them well.
 - If technical challenges arise, the visit may be continued by phone.
- Just like an in-person visit, recommendations for your care and health will be provided.
- Your provider will also let you know:
 - Where to find additional information.
 - How to contact them with additional questions or concerns.

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WHAT DO I DO AFTER MY VISIT?

Just like a traditional visit to your doctor, there may be things you will need to do after your appointment:

- If any testing or other services are needed, the doctor will let you know what to do and where you will need to go if they can’t be done at home.
- Make sure to follow the “after visit” instructions following your appointment.
- Ask about future visits:
 - Can the next visit also be done using telehealth or will an in-person visit be needed?
 - Schedule those visits, if needed and possible.

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ANYTHING ELSE I SHOULD KNOW?

- You can use telehealth even if you don’t speak English.
 - Ask your doctor for details on language services.
- Assistive aids are often available if you have difficulty with vision, hearing or speech.



More information at:

- [Telehealth.hhs.gov](https://telehealth.hhs.gov)
- go.cms.gov/c2ctelehealth
- telehealthresourcecenters.org
- gpTRAC.org