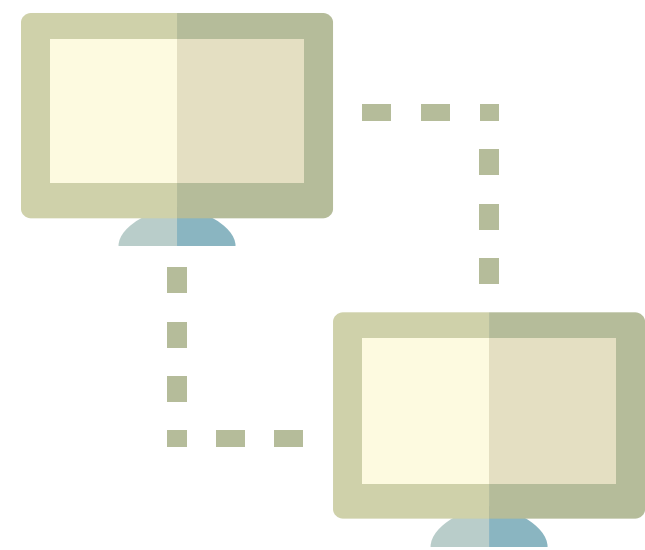


# Your Telemedicine Appointment

## Concerns

### Telemedicine

Telemedicine is a subcategory of telehealth that specifically refers to the remote delivery of care and clinical services that physicians and healthcare providers give to patients at a distance via phone, video or other online connection.



#### Privacy

Encrypted video links are used to protect your health information. Measures can be taken by both you and your provider to minimize risk; closing doors, using headphones, taking the call from home and not a public space.\*

#### Insurance

Check with your insurance company to see if they cover telehealth services. Even if they do not, evaluate the cost. Even without insurance many telemedicine appointments can be cheaper than an in-person visit.

#### Benefits

Less travel is involved reducing the risk of spreading or coming in contact with COVID-19. It also allows you to stay home if you have children or an elderly family member to take care of. Time and money will be saved by eliminating the travel time of going to your primary care physician or local health clinic.

## Preparing for Your Appointment



✓ Make sure your equipment is working, connected to WiFi as to not use data. Test that the sound works and the video quality is good.

✓ Check lighting: have a light source facing you from behind your video recording device, do not have a light behind you, close curtains or drapes.

✓ Keep your recording device level with your face and your face centered on the screen. If you are using a phone, have it on a stand or prop it up, do not hold it or walk around with it.

✓ Eliminate distractions. Find a quiet room to minimize background noise. Remove children or pets from the video call area.

## During the Appointment

✓ Treat the appointment the same as you would an in-person one. You are here to receive the same quality of care.

✓ Have health information and history ready, including some questions prepared to ask the provider about your health and why the appointment was scheduled.



✓ Avoid eating or engaging in other activities during the call that might make it difficult for the provider to hear you.

✓ Take notes to help remember anything important your provider says or any answers they give to your questions.

✓ Reduce internet disruptions by minimizing any extra apps or tabs on your video recording device and limit the number of other devices accessing the internet while on your call.

✓ Speak at a normal volume and clearly. Check with your provider that they can understand you.

✓ Ask about a follow-up and the necessary next steps at the end of the appointment to make sure the proper recommended care is received.

## You're Ready for Your Appointment!



\*HIPPA approved platforms for telehealth: VSEE, ZOOM, CISCO, eVisit, Vidyo, doxy.me. DISCLAIMER: UMTRC does not receive compensation or promote one platform over another.