

PATIENT EDUCATION HANDOUT

What to Expect During Your Telehealth Appointment

Jessica C. Tomazic, MD

Ronald Januchowski, DO, FACP, Editor • Paula Gregory, DO, MBA, CHCQM, FAIHQ, Health Literacy Editor

Telehealth offers a unique and flexible way to access your doctor or other health care providers without having to leave your home. Here's what to expect during your telehealth appointment, as well as some tips to help you get the most from the experience:

WHAT TO KNOW

Phone vs. virtual. You may have a phone visit or virtual (video) visit. If you have a visit by phone, be prepared to transition to video or schedule an in-office visit if your doctor feels this is necessary to best address your concern.

Pre-visit prep. A nurse or medical technician may call beforehand to have you answer questionnaires or gather more information like your weight or temperature. To help with this, have home medical equipment on hand like a scale, blood pressure cuff, thermometer, blood glucose monitor, pulse ox and tape measure.

Appointment structure. Your doctor will review your chart, discuss your concerns, determine a diagnosis and develop a treatment plan. Come prepared with a list of your priorities. It can be helpful to bring your medications or your medication list to the area where you'll conduct your visit in case your doctor asks you questions about them. Have a pen and paper ready to write notes or questions as they come up during the visit.

Privacy and security. Ensure you are in a quiet, safe, private area. Your doctor will discuss personal health information and may need to see areas of your body relating to your concern. A noisy environment may distract both you and your doctor.

Visibility. Be ready to show the doctor your concern visibly. Wear appropriate clothing to allow adequate access to the area you are concerned about. Make sure there is good lighting.

DO BEFORE YOU GO

Device set up. For a virtual visit, you may need to download an app to your phone or computer. Also, ensure you have access to a reliable network connection and a reliable camera on your mobile phone, tablet or computer. Charge or plug in your device so that your visit is not interrupted by a dead battery.



SOURCE(S): Centers for Disease Control and Prevention

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