

Get the Most out of Your Telehealth Appointment



Telehealth allows your doctor to provide care for you without an in-person office visit. A telehealth appointment can be facilitated via internet access or a telephone. Telehealth is a great option for those who need to stay home for any reason whether it be illness, mobility factors, social distancing, or transportation challenges.

There are several ways you can prepare for your telehealth appointment in order to ensure it runs smoothly:

- **Put it on paper.** Just like in-person visits, it is useful to have your information written down so that you can quickly inform your doctor of things like your current medications, symptom you're experiencing, and insurance information. You can also write your questions down to be sure you don't forget to address them during your appointment. Keep the paper with you during your telehealth visit so that you can take any needed notes such as instructions from your doctor.
- **Request assistive services if need be.** Whether it's a screen reader, closed captioning, or an English interpreter, be sure to contact your medical office before your appointment so that you can communicate your needs to them with ample time before your appointment.
- **Check your email and texts.** Your doctor's office may send you details about your upcoming appointment so be sure to stay on top of your correspondence so that you can confirm your appointment.
- **Find a quiet place.** This can be tricky if there are pets or many people in your home. Try to find a place where you can listen and speak quietly. Your medical staff will appreciate this and it will better serve you during your appointment.
- **Be camera ready if using a webcam.** Check your lighting and do a test run of the picture and sound of your webcam. If using a computer, be sure your monitor is positioned in a way that easily captures you for the appointment.
- **Wear clothing that is easy to move** in case your doctor asks you to show part of your body.
- **Prioritize your appointment.** Do this by avoiding engaging in any other activities such as eating, driving or riding in a vehicle, watching TV, etc during your appointment.
- **Give feedback.** If there was something you liked about your telehealth appointment, let your provider know. Feedback is the best way for them to know how to best serve their patients.

Sincerely,

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Source:

<https://telehealth.hhs.gov/patients/preparing-for-a-video-visit/>
