

TELEHEALTH – RECEIVING CARE VIRTUALLY



WHAT IS TELEHEALTH?

Telehealth, or telemedicine, is a visit with your provider that is completed through a computer, tablet or smartphone connected to the internet. This visit allows you to receive care from a location that is convenient to you, without seeing your provider in-person.

TELEMEDICINE VS. TELEHEALTH

Telehealth and Telemedicine are sometimes used interchangeably, but there is a slight difference between the two terms.

Telemedicine is more specific to medical information that is exchanged remotely and improves a patient’s health. This information can be exchanged through email, video, smartphones and other digital devices.

TYPES OF TELEHEALTH VISITS

Your provider may use slightly different terminology, but in general there are three types of telehealth visits.

TYPES

E-Visit – Fill out a questionnaire about how you are feeling and symptoms you are experiencing. A provider reviews the information and provides treatment or next steps.

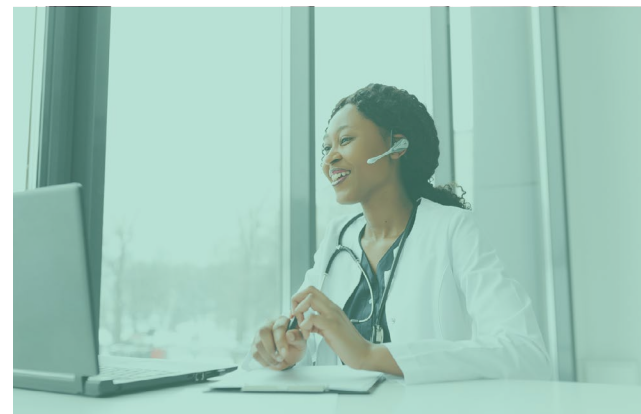
Video Visit – A face-to-face visit through a smartphone, tablet or computer camera that allows you to connect in real time from any location that is convenient for you.

On-Demand Video Visit – A virtual face-to-face visit with a provider when immediate treatment is necessary but does not need to be in person. (ex: minor burns, head lice, influenza, etc.)

BENEFITS OF TELEHEALTH

Telehealth offers many great benefits and increases the opportunities to interact with your provider. Additional benefits include:

- No transportation time or costs
- Reduce missed time from work since travel is eliminated
- May be able to see provider sooner (on-demand visit)
- Ability to access care anywhere with a smartphone
- Reduce transmission of viruses and exposure to others outside your home
- Immediate care clinics available outside of traditional clinic hours
- Reduce anxiety for those that don’t like to go to doctor’s office



COMMON CONDITIONS FOR TELEHEALTH

Although telehealth is a great alternative to in-person care, it may be difficult to know when it is appropriate for your needs. If you are unsure whether telehealth is the right choice based on your needs, it is best to check with your clinic or provider. Some common conditions that can be treated virtually include:

REVIEW TEST OR LAB RESULTS	PRESCRIPTION MANAGEMENT	STOMACH FLU	SORE THROAT	URINARY TRACT INFECTION
SKIN IRRITANTS	THERAPY OR COUNSELING	YEAST INFECTION	EAR PAIN	PINK EYE
POST-SURGICAL FOLLOW-UP	RECURRING CONDITIONS LIKE MIGRAINES	ALLERGY	SINUS INFECTION	VOMITING

PREPARING FOR YOUR VIRTUAL APPOINTMENT

Think of a telehealth appointment like a virtual visit with a family member or loved one. Speak as you normally would, just like you would if they were in front of you. Here is a list of what to have when preparing for your visit:



- Make a list of your current symptoms
- Keep track of your health data (temperature, blood pressure, etc.)
- Take note of other ill family members in your household
- Develop a list of medications and any chronic conditions you have
- Locate the nearest emergency room in case your provider advises you to seek immediate care
- Have the clinic or call back number available in case of disconnection
- Join the visit early, at least 10 minutes in advance

TECHNOLOGY CONSIDERATIONS

To help ensure a smooth telehealth experience, it is important to consider what technology you will use during the visit. The list below outlines what to check for before you begin:

- Device used to connect with provider (phone, tablet, computer, etc.)
- Plug in the device being used or make sure it's fully charged
- Check for a strong internet connection
- If your provider uses an app for telehealth visits, download it in advance
- Have paper and a pen ready to take notes
- Ensure the environment around you is quiet
- Check microphone and camera quality

DURING YOUR APPOINTMENT

Overall, a virtual visit is a lot like visiting your provider's office. Knowing what to expect during your appointment will guide you through your visit.

- Talk clearly so your provider can hear you
- Make sure you are in the frame of the camera
- Give identifying information about yourself
- Tell your provider the symptoms you're experiencing
- Answer the provider's questions like you would in person
- Make notes of the provider's recommendations for you and ask any questions if you don't understand something

COMMONLY ASKED QUESTIONS

This list of common questions will help you prepare for your telehealth appointment. If you are still unsure about something, contact your provider.

Q: How can I be accurately diagnosed with telehealth?

A: Just as you would in-person, you'll receive the same quality of care when you see your provider virtually. They will examine you and ask what symptoms you're experiencing. If you're experiencing an extreme condition not treatable through telehealth, your provider will set up a time for you to visit with them in-person.

Q: How do I know when to go in versus utilize telehealth?

A: You can check out the Common Conditions for Telehealth section or call your provider. From there your provider will let you know if you're eligible to be treated through telehealth or should be seen in person.

Q: Is the quality of care the same as an in-person visit?

A: Absolutely! Just because you are not face to face with your provider does not mean they will treat you any differently. They are still equipped with the same tools and questions they would examine you with in the office. If you have any concerns, you are always welcome to call your provider ahead of time to ease your worries.