

Telemedicine

What is it? What can you expect? How can you get the most from your visit?

What is Telemedicine?

- ▶ Online appointments/virtual medical care
- ▶ Meet with your doctor over the phone or computer
- ▶ Obtain care without making a visit to the office

Why use telemedicine?

- ▶ Time
 - ▶ Avoid travel time
 - ▶ Avoid wait times
- ▶ Convenience
 - ▶ No need to leave home
 - ▶ No need for potential child care
 - ▶ Visit your doctor wherever you are
- ▶ Avoid potential exposure to communicable diseases

When NOT to use telemedicine!

- ▶ In an *emergency* situation
- ▶ When timing is critical
- ▶ When directed by a doctor

What do I need for a telemedicine appointment?

- ▶ A computer, phone or tablet
- ▶ A front facing camera on your device with a working microphone
- ▶ An email address or text messaging capabilities
- ▶ A downloaded app or link to a website
- ▶ A pen and paper
- ▶ Your medication list
- ▶ Any recent vital signs (i.e. heart rate, blood pressure, temperature, weight, etc.)
- ▶ A quiet and comfortable area that offers you the privacy you need

What can I expect from my appointment?

- ▶ Almost exactly what you would expect in the office!
- ▶ Consultation regarding your presenting issue
- ▶ Medical advice from your provider
- ▶ Instructions on caring for your presenting issue, potential medication changes, new prescriptions, future appointments
- ▶ It is possible that your doctor will advise you to be seen in person

How can I make the most of my visit?

- ▶ The same way you would in person!
- ▶ Be open and honest with your provider (this is where the comfortable and private location comes in handy)
- ▶ Have all of your information (i.e. medications, vitals, history, symptoms, necessary paperwork sent to you from the office, etc.) handy at the start of the virtual visit
- ▶ Wear comfortable clothing if you will need to show the doctor something on your body
- ▶ Ask questions and ask for clarification when needed
- ▶ Test your internet connection, sound, video and microphone ahead of time
- ▶ Charge your devices
- ▶ Answer phone calls, text messages and check emails in the days leading up to your appointment and the day of, for any special instructions