

Preparing for Your TeleHealth Appointment

Use this checklist before and during your telehealth appointment.

Preparation

- Check insurance coverage—there could be a copay. Have your insurance/bank card/credit card available.
 - Have the name and phone number for your pharmacy handy.
 - Make a list of your symptoms and concerns. Be specific. Ask yourself, what do you want from the visit?
 - List all medications you take (prescription and non-prescription, including over-the-counter medications, vitamins, eye drops, etc.).
 - Practice what you want to say.
 - Check technology requirements. If you are using video telehealth and don't have experience using video-conferencing technology on a computer, tablet, or smart phone, ask for help. If you have no one to help at home, contact your provider's office well in advance to ask for clear instructions.
 - Limit background noise, including TVs, radios, and other devices but also people and pets.
 - Allow yourself 10–15 minutes before the telehealth call to collect your thoughts.
 - For privacy, consider using headphones during the call.
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TeleHealth Visit

- Summarize your condition, list all symptoms, and explain your concerns.
- Share any changes in your medical history and any major life changes.
- Provide any vital signs that you can, such as blood pressure, pulse and/or temperature.
- After your doctor tells you something, repeat it back in your own words.
- Take notes and ask questions such as:
 - What are the risks/benefits of treatment?
 - Are there other ways to treat this?
 - Will insurance pay?
 - Will I need medication?
- Agree on the treatment plan and any additional tests/medications.
- Ask your doctor for resources and about follow-up visits.

As with any healthcare provider visit, it is ideal if you can have a friend or family member by your side. That person can be responsible for taking notes so that you can focus fully on your conversation with your healthcare provider.

End of Visit

- Do I know the diagnosis?
 - Will I need any additional medical treatment or follow-up tests?
 - Do I need a medication change or a new prescription?
 - What action(s) can I take to get better?
 - What action(s) do I take if the symptoms continue?
 - How can I access the information/treatment plan from today's appointment?
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