WHAT SERVICES CAN I GET USING TELEMEDICINE?

You can use telemedicine for many services, including:

**Primary care:** The care you need for short-term and long-term health problems and minor injuries.

**Urgent care:** Care for health problems that you need to treat right away, but are not emergencies.

**Specialty clinics and services**, such as:
- Neurology (nerve clinic)
- Cardiology (heart clinic)
- Prenatal (pregnancy) care
- Home health care
- Diabetes management

WHAT IS TELEMEDICINE?

Telemedicine is meeting with your health care provider (such as your doctor or nurse) online.

WHY SHOULD I USE TELEMEDICINE?

**TIME**
Spend less time away from work and other important things when you do not have to travel

**MONEY**
Save money on childcare and the cost of traveling

**QUALITY**
See a specialist you were not able to see before because of where you live
**HOW DO I MAKE A TELEREMEDICINE APPOINTMENT?**

Ask your clinic if they offer telemedicine services. You may be able to:

- Schedule visits: Your clinic will send instructions about how to connect before your visit.
- Get a visit when you need it: You can schedule these visits yourself through an app or website and talk to your provider right away.

**IS MY HEALTH INFORMATION PRIVATE WHEN I AM ONLINE?**

Yes. If you are worried, ask your doctor about how they will keep your information safe.

Some ways you and your doctor can keep your health information safe are:

- Your clinic should have you sign a consent form for the telemedicine visit.
- Telemedicine software encrypts their video links (turns them into a code) to protect your health information.
- You can close your doors, use headphones, and make sure you are in a private place in your home.

**WHAT SHOULD I DO BEFORE MY TELEREMEDICINE VISIT?**

Be prepared with anything you may need to talk about, such as:

- Your health history (if you are a new patient)
- The reason for your visit (for a follow-up)
- A list of your allergies
- A list of your medicines
- Dates you were in the hospital or had surgeries
- Lab results
- Any questions for your doctor
WHAT CAN I EXPECT DURING A TELEMEDICINE VISIT?

During your visit, you should treat it just as you would a regular office visit. But here are a few other things to think about:

• If you have technology problems during your visit, call the clinic to let them know.
• Do not eat, drink, or do other things that may be distracting during your visit.
• Speak at a normal volume.
• Ask your doctor if they can hear you.
• Takes notes to help you remember what your doctor says.

FOR A GOOD TELEMEDICINE VISIT, MAKE SURE YOU:

- Use a device with a camera and microphone. You can use a computer with a webcam, a smart phone, or a tablet.
- Check your Wi-Fi or cellular data before your visit.
- Move to a quiet, private, place for your visit.
- Face the brightest part of your room. Make sure there are no windows behind you.
- Close other apps or programs on your device.
- Make sure your camera is on, your volume is up, and your microphone is on.
- Use books or other items to raise your camera to eye level.
- Adjust your camera and center your face on the screen.

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