

## APPENDIX C: PATIENT TELEHEALTH RESOURCE - 20 THINGS TO KNOW

**20 THINGS TO KNOW ABOUT TELEHEALTH**

Telehealth or telemedicine are both used to describe any health care service that uses technology for visits with your provider or care team that are not in person. Other terms are digital medicine, virtual visits, video visits, e-health or mhealth (for “mobile”). Here are twenty things patients and family members have identified that are important to know about telehealth.

1. Telehealth in place of in-person visits **is a good option** during the COVID-19 pandemic **to keep people safe** from COVID-19 infection.
2. **A telehealth visit can save you time** because you don't have to go to the clinic or wait in the waiting room.
3. **Telehealth visits usually cost the same** as an in-person visit with the same copays and deductibles. The difference could depend on your insurance. Don't hesitate to ask what you will have to pay out of pocket and when it is due. **Ask in advance how to pay your copay** in case you can pay on the day of your visit rather than waiting for them to mail you a bill.
4. **If you have Medicare, your provider is required to get your consent** before starting a telehealth visit.
5. When you schedule a telehealth visit, if you are unsure you need to do **ask if someone from the clinic can help get you set up for your visit**. Some clinics will even do a test with you before your visit.
6. If your provider allows it, **you might be able to have other people** like a family member or care giver **join your virtual visit**.
7. If you have **anyone else with you during your telehealth appointment, tell your provider**.
8. **You will need a device with audio**, such as a speaker and mic **and video**, such as a webcam or a camera that is embedded in a computer, smartphone or tablet **for a telehealth visit**.
9. **You will need a way to connect with your health care team and may need an internet connection, data plan, email or something else**.
10. **Make sure you have a quiet, private place** to have your telehealth visit.
11. If you are not in a private area and are in place where others might be able to listen in, **protect your privacy and use a headset or earbuds**.
12. **Do not multitask during your telehealth visit**. Treat it just like an in-person visit.
13. **Make sure your provider has a back-up plan**, like calling you on your phone, if the telehealth visit doesn't work.
14. **Have your list of questions written down** so you don't forget what to ask. It's easy to get distracted when you're trying to figure out how to do your telehealth visit.
15. **Get all your medications** and have them with you for your telehealth visit.