

# Get the most from your telehealth visit

## Tips to help you prepare for a virtual doctor visit

If you've never had a virtual health care visit before, it might be hard to imagine what the visit will be like. Since March 2020, the number of **telehealth** visits has kept going up.

Here's what you need to know to get the most out of a telehealth visit:

### 1 Schedule a telehealth visit



#### Call your doctor's office and ask these questions:

- Do you offer telehealth?
- Is a telehealth visit a good choice for... [reason for your visit]?
- How do I schedule a telehealth visit? (Some doctors will have you schedule through a website or patient portal app)
- At the time of my visit, how will I connect with the doctor? Do I need to download an app?
- What should I do if I need help troubleshooting?
- How do you keep my information safe?



**Check with your insurance company** about your telehealth coverage and costs. Call the number on the back of your insurance card or check their website.

### 2 Prepare before your telehealth visit



#### Make sure you are tech-ready:

- Choose the device you will use for your visit:
  - Use your device that has the best camera
  - Keep it steady, such as by propping it on a table
- Follow your doctor's instructions to download a telehealth app on your device ahead of time, if needed
- Test the camera, audio (sound), and app
- Fully charge or plug in your device, so you don't lose connection
- Close other applications or programs

#### What is telehealth?

Telehealth is the use of technology to connect with a doctor in real time from a distance, such as via:



Videoconference



Phone



App or online patient portal

For a video telehealth visit, you need a smartphone, tablet, or computer with a camera and microphone. At the time of the visit, you and your doctor sign on to the website or app and the visit begins.

#### Telehealth tip:

Gather any other things you may need, such as:



Thermometer



Flashlight (your doctor may ask you to shine a light to see something close up)



Blood pressure monitor



Blood glucose monitor



All of your medicines (or a list of them)



### Choose a good spot for your visit:

- Make sure your spot has plenty of light
- Sit eye-level with the camera – this helps you make eye contact with the doctor
- Find a quiet place to limit background noise
- Wear loose, comfortable clothing – it'll be easy to move if you need to show the doctor a specific part of your skin or body



### Write down your symptoms and a list of questions before the visit starts

3


### During your visit, give and get health information


- Talk clearly to make sure the doctor can hear you
- Look at the camera and stay close to your device so your doctor can see you
- Describe your symptoms – this helps them give you the right care
- The doctor may ask you to do some things, such as to check your pulse or temperature
- When you ask your questions, start with the ones that are most important to you



#### Telehealth tip:

Check you understand what the doctor said by repeating information back to them in your own words. You can say:

 "I think what you are saying is...(repeat the info). Is that right?"

 "I want to make sure I understand...(repeat the info). Did I get that right?"

4

### After your visit, follow your doctor's instructions

- Follow your doctor's instructions. For example, you may need to fill a prescription, have tests or lab work, or schedule a follow-up visit.
- You may still need to be seen in person – some types of care can't be done remotely

#### Care you may able to get via telehealth ✓

- Wellness checkups
- Nutrition counseling
- Mental health care
- Colds and sinus infections
- Back pain
- Prescriptions
- Common rashes
- Therapy, such as speech therapy

#### Care you cannot get via telehealth ✗

- Broken bones
- Serious burns
- Severe pain
- High fever
- Trouble breathing
- Blood work
- Hands-on exams
- Procedures

## Have questions?



### Find free, in-person help

Find free in-person help from trained assisters near you. Visit [covermissouri.org](https://covermissouri.org) or call **1-800-466-3213** to set up an appointment to learn more or enroll.



### Contact the Marketplace

The Marketplace Call Center is open 24 hours a day, 7 days a week. Call **1-800-318-2596 (TTY 1-855-889-4325)**. You can also have a live online chat at [healthcare.gov](https://healthcare.gov).



### Para El Español

Encuentre ayuda gratuita de personas capacitadas cerca de usted llamando **1-800-318-2596** o visitando [cuidadodesalud.gov](https://cuidadodesalud.gov).



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