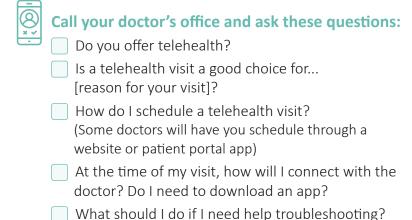
Get the most from your telehealth visit Tips to help you prepare for a virtual doctor visit

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:

Schedule a telehealth visit



How do you keep my information safe?

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

number on the back of your insurance card or check their website.

Check with your insurance company about your telehealth coverage and costs. Call the

- 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
- 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)

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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 Write down your symptoms and a list of	Wear loose, comf easy to move if you a specific part of you	•
During your visit, give and get health in	nformation 🖳 📑	Telehealth tip:
 Talk clearly to make sure the doctor can hear yo Look at the camera and stay close to your device can see you Describe your symptoms – this helps them give The doctor may ask you to do some things, such pulse or temperature When you ask your questions, start with the one important to you 	e so your doctor you the right care n as to check your	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
After your visit, follow your doctor's ins	structions	the info). Did I get that right?"
 Follow your doctor's instructions. For example, you a prescription, have tests or lab work, or schedule. You may still need to be seen in person – some to the compact of the c	ule a follow-up visit. types of care can't be d	

- Mental health care
- Colds and sinus infections
- Common rashes
- Therapy, such as speech therapy
- Severe pain - High fever
- Hands-on exams
- Procedures

Have questions?



Find free, in-person help

Find free in-person help from trained assisters near you. Visit 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.



Para El Español

Encuentre ayuda gratuita de personas capacitadas cerca de usted llamando **1-800-318-2596** o visitando cuidadodesalud.gov.



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