

PREPARE FOR A TELEHEALTH MEETING WITH YOUR DOCTOR:

Don't be afraid to speak up for "plain speak!"

If your doctor uses medical terms you don't understand, simply say so. Don't stop asking questions until you feel confident that you understand what they are telling you. You don't want to leave any meeting with your doctor feeling confused or bewildered about your health!

Invite someone to be with you.

Studies show that patients forget a lot of what their doctors say (completely normal!) These conversations are packed with lots of good info. Someone at your side, or by FaceTime, can take notes or help you remember your agenda. Nothing missed!

REMEMBER,
IT'S OKAY TO
SPEAK UP!

IS TELEHEALTH RIGHT FOR YOU?

When telehealth might be your best option:

- Will it take weeks or months to see your doctor?
- Worried about spreading your germs – or picking up others' – in a doctor's waiting room?
- Short on time or patience with traffic?



NOTE: Sometimes it's possible to get a telehealth sooner than an in-office appointment. Your doctor's call, of course!



When telehealth might NOT be your best option:

- Your doctor needs to perform a physical exam.
- You're most comfortable with in-person meetings.
- You are uncomfortable with the technology involved.
- Your home doesn't have a strong or reliable wifi signal.
- You're concerned about internet security or other privacy issues.

HOW TO PREPARE FOR YOUR TELEHEALTH APPOINTMENT:

A little prep before your doctor appointment—in office or by telehealth—can make all the difference in your quality of care. Regardless of the type of appointment, make every minute count! Take time to prepare:

A written agenda:

- Your goals for meeting (in priority order).
- Your questions and concerns (in priority).
- Notes on how you feel physically and emotionally.

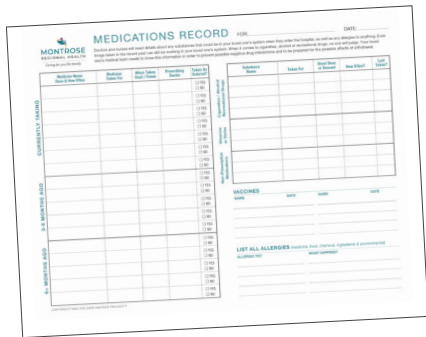


You can email this agenda to your doctor in advance or upload to their portal, if you wish. Call the office to let them know your agenda is there.

Provide your agenda to anyone you ask to join you in meeting with your doctor.

A list of all current and recent medications:

- Prescription medicines.
- Non-prescription medicines.
- Vitamins and supplements.
- Herbal remedies.
- Vaccination history.
- Details of tobacco, alcohol, or recreational drug use.



Download our **Medications Record** form to make keeping track of your medications a cinch.

Thermometer and any other home medical devices.

Your medical history:

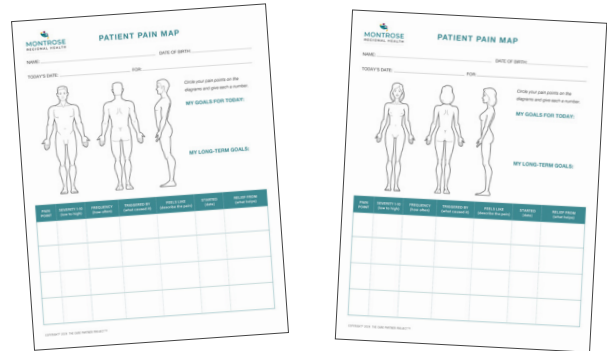
- Chronic/ongoing medical conditions or symptoms.
- Hospitalizations (why, date, and outcome).
- Surgeries (type, date, and outcome).
- Allergies.

This information may be on your electronic portal. However, it is always a good idea to have it at your fingertips. Your doctor may not have had time to review it before meeting with you—and portals can have errors!

(Check your portal regularly and make sure errors are corrected.)

Your pain map:

- Download our **Pain Map** form to help you “plot” your pain symptoms.



- Using this tool will help give your doctor a clearer understanding of your pain, including:

1. Severity and frequency.
2. Triggers.
3. What it feels like.
4. When it started.
5. What provides relief.

Name and phone of your pharmacy.

Calendar to record appointment(s).

Pen and paper for notes.

FOR YOUR TELEHEALTH APPOINTMENT:

In addition to all prep you need for an office meeting with your doctor, your online meeting requires a few more steps:

Find a quiet place for your meeting.

Make sure you have good lighting (so the doctor can see your skin tone—a gauge of your health).

Test your technology.

- Internet, computer, sound—leave no room for Murphy’s Law!
- Test the meeting login your doctor’s office provides right away.