

TELEMEDICINE 101

for Patients and Family Caregivers



WHAT IS TELEMEDICINE?

- Telemedicine is a way to get health care from your doctor or other health care provider by phone, mobile app, or online video without going to a health care provider's office or hospital when your health care provider deems it appropriate.
- Telemedicine is sometimes called telehealth or virtual care.

WHAT DO I NEED TO GET TELEMEDICINE CARE?

- If your provider offers telemedicine, it could be through the telephone or by video, or both.
- For video visits, you will need a stable internet connection. You can use a computer, tablet or smartphone to connect with your doctor or other health care provider.
- Your health care provider will give you an app, website or phone number to call to start your appointment.
- Your health care provider may sometimes provide you with equipment to use at home to help you manage chronic conditions such as Asthma, Congestive Heart Failure, COPD, Diabetes.

WHY DO PATIENTS LIKE TELEMEDICINE?

- Telemedicine reduces the risk of COVID-19 transmission. It allows patients to get expert medical care without leaving their home. It keeps care providers and other patients safe, too.
- Telemedicine is convenient. It lets you connect with your provider when you need to from your home or wherever you are.
- Telemedicine means no driving and no waiting in the waiting room. You don't even have to get out of your pajamas if you don't want to!

WHY IS MY HEALTH CARE PROVIDER USING TELEMEDICINE NOW?

- COVID-19, also known as the coronavirus, is a very contagious virus.
- Telemedicine helps patients get care while staying home and keeping themselves safe.



HOW WILL MY HEALTH CARE PROVIDER USE TELEMEDICINE?

Your doctor or other health care provider can:

- Diagnose health issues such as a rash
- Discuss medicines with you and give you prescriptions
- Review diagnostic results and consultations with other healthcare providers
- Help you manage your health conditions such as high blood pressure
- Answer your medical questions, including about COVID-19

WHEN CAN I USE TELEMEDICINE?

Check with your health care provider on what they treat and what to do in the case of life-threatening emergencies. Telemedicine may be used for many health care issues including:

- Allergies, Asthma and Sinus issues
- Arthritis pain
- Colds, Bronchitis and Flu
- Diarrhea
- Infections and Insect Bites
- “Pink Eye” and rashes
- Sore Throats
- Sprains & Strains
- Bladder Infections and UTIs
- Sports Injuries
- Vomiting

HOW MUCH DO TELEMEDICINE VISITS COST?

- Ask your health care provider or insurance company about any copays.
- Most insurance plans include some coverage for telemedicine visits, including Medicaid and Medicare.

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HEALTH CARE BETTER FOR PEOPLE.