

TELEMEDICINE

Resources for Patients



The Basics

You will need: Access to a computer, tablet, or mobile device with a microphone and camera (if required)

- If using video, you will need an internet connection with enough bandwidth and a secure connection
 - If using public Wi-Fi that is not secure be sure to understand how your telehealth platform handles security

You may need: A valid email account (if your telehealth platform requires it)

- How to set up an email address: [How to Make an Email Address for Free: 10 Options \(wikihow.com\)](https://www.wikihow.com/Make-an-email-address)

For the best telehealth call (as much as possible):

- **Find a well-lit spot.** Make sure there is good lighting so your health care provider can see your face.
- **Make sure the camera is stable.** Set your computer or laptop on a flat surface or prop up your phone or tablet on a desk or table.
- **Make sure you are in the middle of the screen and the camera is at eye level.** What you see on your screen is the same thing the provider will see, so it is important to make sure that you are close to the screen and looking straight into the camera.
- **Reduce background noise and distractions.** Find a quiet place and reduce any distractions. Turn off alarms and sounds on other devices. Have children and pets tended to.
- **Close other applications.** Close other applications on your device to improve your internet connection and reduce distractions.
- **Choose a private spot.** You will want to be able to discuss your health care issues in private.
- **Write it down.** Write down important information before the visit you wish to discuss.
- **Stay focused.** Try to avoid eating or drinking during your appointment. Do not do a telehealth visit while you are driving or running errands.
- **Be patient while waiting for your visit.** Just like a regular in-person office visit, providers sometimes run behind schedule.

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When Resources Are Limited

Additional Resources:

- **Getting Started with Telehealth:** telehealth.hhs.gov/patients/
- **The Basics—and More:** telehealthresourcecenter.org/collections/telehealth-basics/
- **Pre-visit Checklist Video¹:** www.youtube.com/watch?v=Ye5JD7f2Cnw
- **For Caregivers:** www.familytelehealthtraining.org
- **Your Privacy—HIPAA FAQs for Individuals:** www.hhs.gov/hipaa/for-individuals/faq/index.html
- **How to set up an email address:** www.wikihow.com/Set-Up-an-Email-Address

Internet:

- **Affordable Connectivity Program—Do I Qualify?:** www.affordableconnectivity.gov/do-i-qualify/
- **Tips for Patients With Limited Access to Internet or Devices:**
telehealth.hhs.gov/providers/health-equity-in-telehealth/improving-access-to-telehealth/#telehealth-for-patients-with-limited-access-to-internet-and-devices
- **Lifeline Support-Federal Program That Lowers Monthly Phone/Internet Costs:**
www.lifelinesupport.org/

For Families With Children With Special Needs:

th-site-downloads.s3.us-east-2.amazonaws.com/Telehealth+for+Special+Needs+Children_13Sept21.pdf

¹Video created by:

Telehealth Resource Center in Oklahoma & Kansas | Heartland Telehealth (heartlandtrc.org)

National Partners: National Partners (heartlandtrc.org)