



YOUR INSURANCE COVERAGE

- Ensure that your insurance currently covers telemedicine and understand your out of pocket expense
- Check that your healthcare provider is licensed in the state you plan to receive telemedicine care



YOUR CONNECTIVITY

- You will need a charged computer, smartphone, or tablet available with attached/integrated camera and stable bandwidth
- Consider having a care partner attend to help maneuver the camera
- Download the required platform prior to appointment, test it out, consent and consult with your practice administrator if any difficulties arise
- Once you are connected for your visit, do not leave that location



YOUR ENVIRONMENT

- Treat your visit like you would when receiving in-person care – ensure that your room is private, well lit, free of distractions and clutter, and is quiet
- Examination may include walking – clear space and wear appropriate clothes/shoes



YOUR VISIT PREPARATION

- Write down your top one to three concerns
- Have an updated list of allergies, medications, and any needed refills
- It may save time to send any required forms to your healthcare provider beforehand and ensure they have received them



YOUR SAFETY

- Ensure your healthcare provider has your updated address, phone number, and emergency contact at the time of your visit

ABOUT TELEMEDICINE

What is telemedicine?

The use of technology to participate in healthcare at a distance, so you and your provider can connect from different locations.

How does it differ from in-person?

The use of technology allows for communication without being in the same location. Most aspects of a medical visit are possible – including conversation, medical history, discussion of specific problems, treatment plan and even many parts of a physical or neurological examination.

Why is consent necessary for telemedicine visits?

Informed consent ensures that you know the risks and benefits. The consent will explain the security of the visit and how your information will be protected. The consent can be a written form or obtained verbally at the time of the visit.

Is telemedicine new?

Telemedicine visits have been conducted for many years, but during the COVID pandemic, the use of telemedicine visits increased a lot.

Do I still need in-person care?

Telemedicine visits are useful but there may be a need for in-person visits. A more in-depth physical or neurological examination will require an in-person visit. For rehabilitation, a full assessment and determination of progress may be needed. So, a combination of both in-person and telemedicine visits may be appropriate.