Let us help.

Your Guide to Telehealth Visits >

Welcome. This guide was designed to be a step-by-step resource for conducting your telehealth visits. Our goal is for your online experience to be as convenient, comfortable and easy as possible.

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Your Step-By-Step Guide: A Checklist

The following steps may vary depending upon your provider. Use this checklist as a starting point.

Step 1: Before Your Visit

- Telehealth health visits may be covered by your insurance, Medicaid, or Medicare. Please consult with your insurance carrier before setting up your appointment.

- Sign up for your provider's patient portal if that is required.

  – Your provider will likely ask you to confirm your telehealth visit in the days before your appointment. Confirmation is typically done by text message, email, phone call or messages in a patient portal.

  – Your provider will send you instructions about how to sign onto the telehealth visit.

- Request any assistive technology or program you may need—whether it's a screen reader, closed captioning, or another method that will allow you to communicate confidently.

- If English is not your first language, contact your provider one to two weeks before your visit to request a translator. Or let your provider know you prefer that a trusted adult family member or friend will translate for you.

- Prepare a list of symptoms, medications, questions and concerns.
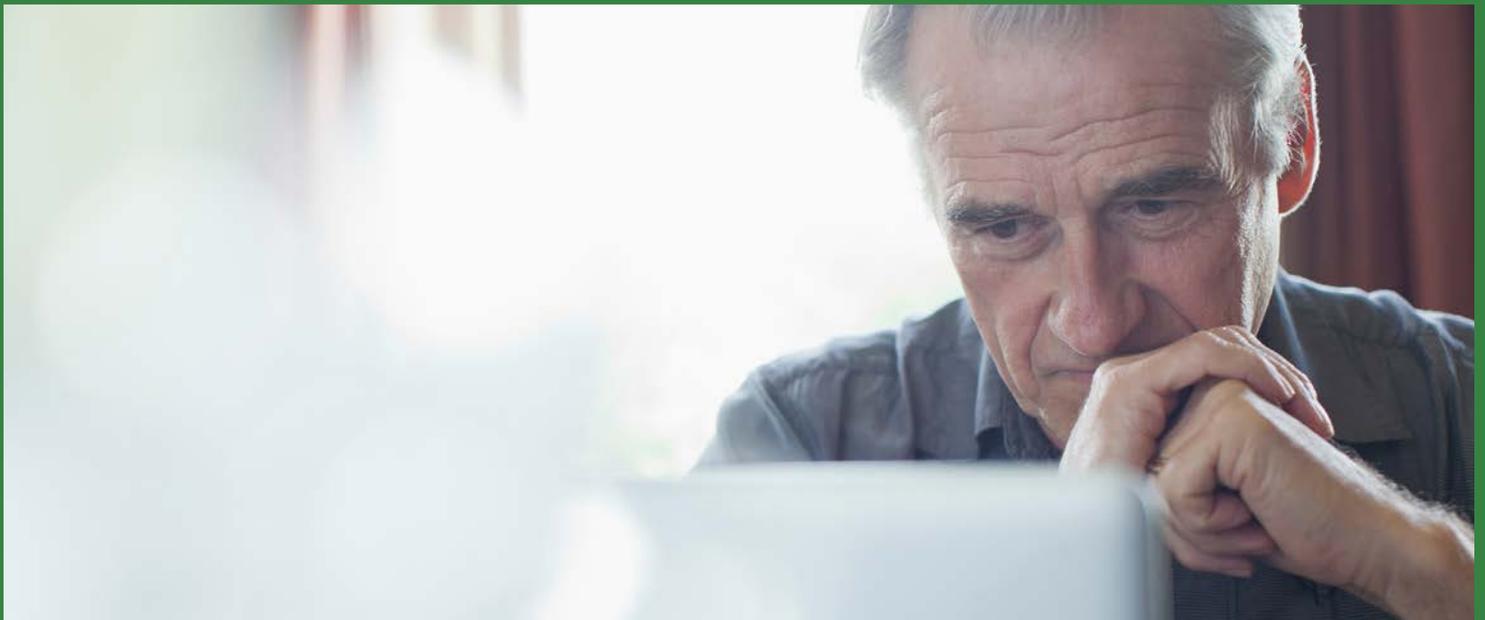
Step 2: The Day of Your Visit

- Give yourself plenty of time to set up for your visit.

  – If you have trouble getting online, please message your provider or call them for help. Also see troubleshooting steps at the end of this document.

- Find a private location with good lighting and a low chance of disruption.

- Make sure your device (phone, tablet, computer) is working and adequately charged.

- Close all other tabs or applications on your phone, tablet or computer.

  – Closing tabs and apps will improve internet connection and cut down on distractions.
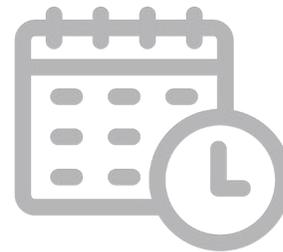
Ask yourself:

- Do I have my list of symptoms, medications, questions and concerns?

- Do I have all of my insurance information and medical history?

- Do I have a pen and paper in case I want to take notes about my treatment plan or write down questions?

- Am I comfortable?

Step 3: During Your Visit

Ask yourself:

- Am I speaking clearly and at an acceptable volume?

    – Ask your provider if they can hear you clearly.

- Am I able to understand my provider?

    – Let your provider know if you are unable to hear them clearly.

- Am I able to keep track of the information being shared with me?

    – Let your provider know if you need something repeated.

- Are my questions being effectively answered?

    – Ask your provider for clarification when needed. Repeat any question you feel was not answered clearly.

- Did my next appointment get set up?

    – Discuss any follow-up care needs such as if another appointment or a referral needs to be made.
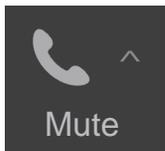
Helpful Icons

There are many ways to connect through telehealth video. Each one has its own look. Once you've logged in, here are a few things to look for:
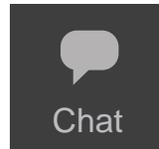
This button controls your camera. A slash through it means your provider cannot see you.

This button controls your microphone. A slash through it means your provider cannot hear you.

Mute

You may also see this button. You can click this off and on to mute and unmute your microphone.

Chat

When you click this button, a chat box will open up. The chat box lets you type and send messages to your provider.

This button is usually red. Clicking on it will end your telehealth video meeting.

Troubleshooting

If you are experiencing trouble:

• Restart your computer, phone or tablet.

• Make sure your computer, phone or tablet is charged or plugged in.

• Check that the internet connection is working and is strong enough to work with the telehealth platform.

• Close all other applications.

• Update your internet browser.

• Try connecting with a different device.

• Check your email or call your provider's office to reach someone who can help.

Internet Resources

If you have access to fast internet, but cannot pay the full cost, **you may qualify for Lifeline.** Lifeline is a program that will apply up to $9.25 in credit to your phone or internet bill.

The **Affordable Connectivity Program** can help you pay for your internet bill. Ask your current internet company for more information. Visit **https://acpbenefit.org** to see if you qualify or to apply online.

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