TeleHealth and TeleMedicine

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Small Group Discussions

What are the Pros and Cons of using video chat for a doctor's visit?

What Works?
What Does Not Work?
What Works

● You get the medical care you need quicker.
● You avoid sitting in the waiting room or exam room.
● You do not have to get a ride.
● Reduces trips to the emergency room.
● You can see a specialist far away.
● You might be less nervous talking to your doctor at home where you are comfortable.

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What Works

- Ask if you can record the appointment. You can listen again and again to what your doctor said you need to do.
- Let’s say you want your sister to do the appointment with you but she lives in another state. You could have her join the video call.
- Video chat works well when a doctor does not have to examine you to figure out what is making you sick. You tell your doctor your symptoms. Your doctor looks at your records.

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What does not work

- Lack of privacy – other people might hear what you are saying – you might have things you want to tell your doctor that you do not want your family or staff to know.
- Sometimes you do not get to have an appointment with your regular doctor. The doctor may not know you as well.
- Some people need things in writing to remember. On video chat information is spoken.
- If you are just getting to know your doctor it might be better to meet in person.

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What does not work

- Technical difficulties. If your power, wifi, goes out during or before the appointment. computer is having problems.
- Urgent care does not work. You would still need to see a Dr. in person to receive this care.
- You would still need to go in person for things like: blood tests, physical, etc.
- Not everyone has access to internet. It may be really difficult for a person to attend a session.

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7 Tips for Using Video Chat for a Doctor's Appointment

1. When you set up your appointment:
   - Ask your doctor if your health insurance will pay for telehealth appointments.
   - Ask if you need to pay a co-pay.
   - Find out if you need to download any apps to use for the appointment.
   - Find out how you can record the video call you have with your doctor. Or ask if they can send you a transcript (a written record of what is said).

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2. **What is your main health problem?**
   **Why do you want to see a doctor?**
   - When did the problem start?
   - What are your symptoms?
     (Make a list of all the ways you feel sick)
   - Do you have a fever? (did you use a thermometer to know how high your fever is?)
   - Do you have a rash or swelling? (take a picture to show the nurse or doctor)

3. **Have your medicine with you for the appointment**

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4. If you have medical equipment, have it close at hand.

- a thermometer
- if you are diabetic have what you use to measure your sugar levels
- a bathroom scale

5. Write down questions you want to ask the doctor.

6. Find a quiet spot to talk to your doctor.

7. Make sure your device is charged or plugged in.