

**June 14 2021**

**TeleHealth  
and  
TeleMedicine**





<https://www.youtube.com/watch?v=aI71FOn2B8s&t=2s>

# 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.



# What Works

- Ask if you can record the appointment. you can listen again and again 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.



## 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.



## 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.



# 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).



## 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

#### **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.**