

How Do I Use Telehealth?

Frequently Asked Questions and Insights for Patients

Telehealth

uses electronic technology to deliver health care to a patient in a different location than the provider.

What Is Direct to Patient Care?



This is when a health care provider visits with a patient directly—usually when the patient is home, or at a different location. Providers can see their own patients, or patients can interact with a telehealth company. These kinds of telehealth visits can include things like patient exams, diagnosis, treatment, prescription writing, wellness monitoring, and more.

Different Types of Telehealth Visits



Live videoconferencing is a live, audio and visual interaction between a patient and a health care provider.

Store and forward is the process of sending pre-recorded patient information electronically, typically to a specialist. Store and forward visits function similarly to sending a secure email. For example, a patient or provider might send a picture to a specialist for review at a later time.

TYPES OF TECHNOLOGY USED



COMPUTER WITH CAMERA



SMARTPHONE



TABLET



CELLULAR OR WIFI CONNECTION

I speak a different language. Can I still get care?

YES!

All health plans are required to provide you with assistance in your native language. This might mean sending an interpreter in person for the visit. It could also mean bringing an interpreter into the visit virtually. Check with your health plan member services representative to discuss available options.



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Is My Personal Information Safe?



Yes! Your personal health care information is always safe and secure whenever you have a telehealth visit. Every health care organization protects all the details related to you, and telehealth is no different. If you're worried about privacy, just ask your provider what steps they take to safeguard your important medical information.

How Can I Get Started?

- Many providers offer telehealth services, so begin by asking your doctor.
- Check with your health insurance plan for telehealth referrals, or in-network providers.
- Visit findahealthcenter.hrsa.gov
- You can engage with a telehealth company that serves patients directly. Contact CTCRC for more information.



SCHEDULING OPTIONS:



Prescheduled

Your provider will send instructions on how to connect before your appointment.



On-Demand

Schedule visits as you need them, through an app or a website.

TRY THESE TELEHEALTH QUICK TIPS



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Everyone in the room should be on video (or at least introduced) when the visit starts.



Use the best camera you have.



Find a quiet, private space for your visit.



Place your camera at eye level, and center your face on-screen.



Use books to raise your device, or a stand to keep mobile devices steady.



Adjust your lighting! Make sure any windows are behind your device, not behind you.



Don't eat or drink anything during your visit.



Have a pen and paper handy to take notes.



Questions about how to connect? Just ask your provider.