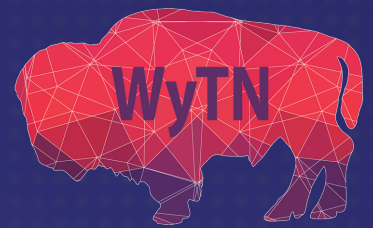


Telehealth: A Guide for Patients



WHAT IS TELEHEALTH?

Telehealth is the use of technology to provide health care at a distance. This usually takes the form of video visits, but it can also include remote patient monitoring or phone calls. Telehealth visits are similar in many ways to in-person appointments.

BENEFITS

- Less travel
 - Savings on travel costs
 - Keeps you and your family in the community
 - Less time away from work and school
 - Less waiting time
 - Less worry about weather and road conditions
- Increased ability to receive care, and quicker access to care
- Increased access to specialty care
- Better coordination with and between primary care doctors and specialists
- Allows for access to care during COVID-19



WHAT EQUIPMENT IS NEEDED?

Normally, all that is needed for a video visit is a device with a camera, speakers, and microphone, as well as an internet connection. A device can be a computer, a tablet, or a smartphone. Sometimes, extra equipment is needed so provider's can get important health information. Your provider will let you know if you need extra equipment.

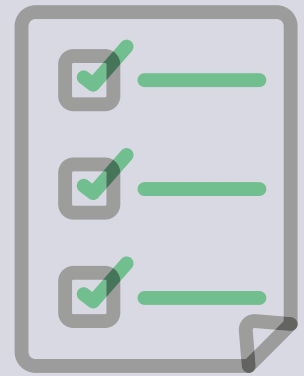
For phone calls, you need either cellular or landline phone service.

HOW TO ACCESS TELEHEALTH

1. Many Wyoming providers use telehealth. A great first step is to ask your provider. You can also visit the [Wyoming Telehealth Network Provider Directory](#).
2. Check with your insurance about telehealth costs they will cover. Most insurances cover many types of telehealth visits.
3. Set up a telehealth appointment with your provider. Your provider or someone in their office will let you know how to connect for your appointment.

HOW TO PREPARE FOR AN APPOINTMENT

- Make sure you are in a private place
 - If that is not possible, let the provider know at the start of the call
- Check your internet or phone connection
- Make sure your device is plugged in or fully charged
 - Check your camera and microphone to make sure they work
- If you are connecting with an app, download it in advance
 - Do a test call, if possible
- Sit in a place with good lighting
- Have pen and paper available for notes
- Have the meeting link available or telehealth app open at the time of the appointment
- Wear clothes that you would normally wear for a doctor's appointment



WHAT TO EXPECT DURING A VIRTUAL APPOINTMENT

VIDEO APPOINTMENTS

- Communication is face-to-face using your computer, laptop, or smartphone
- You may have to wait to get connected to a provider
 - Waiting time is often shorter, and you can do other things while you wait
- You may be checked in by a nurse or office staff
- You will be asked to give identifying information to confirm who you are
- You may be asked if anyone else is in the room with you, if you are accessing telehealth at home
- Make sure to talk clearly about your symptoms and answer questions simply
- Make sure the provider can see you and do not move around too much
- Some visits may include the use of equipment that helps your provider get extra health information about you



PHONE APPOINTMENTS

- Similar to video visits, without the visual contact
 - Visits are often shorter, and less can be covered or diagnosed

WHAT HAPPENS AFTER?

The end of a telehealth visit is similar to an in-person appointment. If needed, you will schedule a follow-up appointment. You will be billed for the services you received. Your provider will let you know about any other next steps for your health care.

For more information on telehealth, visit the Wyoming Telehealth Network at wyomingtelehealth.org.



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for Disabilities