



# TELEMEDICINE 101

## for Patients and Family Caregivers

### WHAT IS TELEMEDICINE?

- Telemedicine is a way to get health care from your doctor or other health care provider by phone, mobile app, or online video without going to a health care provider's office or hospital when your health care provider deems it appropriate.
- Telemedicine is sometimes called telehealth or virtual care.

### WHAT DO I NEED TO GET TELEMEDICINE CARE?

- If your provider offers telemedicine, it could be through the telephone or by video, or both.
- For video visits, you will need a stable internet connection. You can use a computer, tablet or smartphone to connect with your doctor or other health care provider.
- Your health care provider will give you an app, website or phone number to call to start your appointment.
- Your health care provider may sometimes provide you with equipment to use at home to help you manage chronic conditions such as Asthma, Congestive Heart Failure, COPD, Diabetes.

### WHY DO PATIENTS LIKE TELEMEDICINE?

- Telemedicine reduces the risk of COVID-19 transmission. It allows patients to get expert medical care without leaving their home. It keeps care providers and other patients safe, too.
- Telemedicine is convenient. It lets you connect with your provider when you need to from your home or wherever you are.
- Telemedicine means no driving and no waiting in the waiting room. You don't even have to get out of your pajamas if you don't want to!

### WHY IS MY HEALTH CARE PROVIDER USING TELEMEDICINE NOW?

- COVID-19, also known as the coronavirus, is a very contagious virus.
- Telemedicine helps patients get care while staying home and keeping themselves safe.

### HOW WILL MY HEALTH CARE PROVIDER USE TELEMEDICINE?

Your doctor or other health care provider can:

- Diagnose health issues such as a rash
- Discuss medicines with you and give you prescriptions
- Review diagnostic results and consultations with other healthcare providers
- Help you manage your health conditions such as high blood pressure
- Answer your medical questions, including about COVID-19

### WHEN CAN I USE TELEMEDICINE?

Check with your health care provider on what they treat and what to do in the case of life-threatening emergencies. Telemedicine may be used with many health care issues including:

- Allergies, Asthmas and Sinus issues
- Arthritis pain
- Colds, Bronchitis and Flu
- Diarrhea
- Infections and Insect Bites
- "Pink Eye" and rashes
- Sore Throats
- Sprains & Strains
- Bladder Infections and UTIs
- Sports Injuries
- Vomiting

### HOW MUCH DO TELEMEDICINE VISITS COST?

- Ask your health care provider about the cost of telemedicine visits
- Most insurance plans include some coverage for telemedicine visits, including Medicaid and Medicare. Ask your insurance company if there is a copay.

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