

My Telehealth

Q&A

With Jenn Heater
MIGRAINE PATIENT



Q: What does telehealth mean to you?

Telemedicine has been a blessing for me. In 2009, I was diagnosed with chronic migraine. In my case, a sharp stabbing pain hits one side of my face before being accompanied by intense photophobia, nausea and alternating flashes of hot and cold. My doctor at Stanford University is located about a half hour to an hour away depending on traffic, and it has become nearly impossible for me to drive because of the pain and medications I take.

Since I started using telemedicine a year ago, it has been such a positive experience in terms of receiving timely care. Before, I would have to rely on a family member or a rideshare app to get me to my appointment. And most times I would be in so much pain I would just curl up on the

examination table in my dark glasses. Now, I can speak to my doctor from the comfort of my darkened bedroom, and I don't have to worry about travel logistics and expenses.

Q: Do you see your doctor more or less often with virtual visits?

If anything, managing my condition with the help of telemedicine means fewer trips to the emergency room, because I'm not putting off care. Insurers should consider that.

Tel·e·health
noun

Receiving the best quality of care on my own terms.

Q: What benefits surprised you?

Getting to avoid the waiting room is life changing. The bright lights, the loud sounds and smells of the waiting room and the doctor's office all affect my migraine pain. I can't lie down in the waiting room, which is often how I can get comfortable during an attack.

Telehealth also provides a more authentic look into my pain. I don't feel the pressure to dress up or perk up for the other patients and staff like I might with an in-person visit. My doctor can see my condition for what it really is and guide me through treatment options.

“My doctor can see my condition for what it really is.”

Q: How will you use telemedicine moving forward?

I hope to use it not just for handling my chronic migraine but for managing other health issues too. It

allows me to live a better quality of life by removing commuting time, waiting time, and travel expenses from the equation. It's also reducing the caregiver burden from my mom, who has my father to take care of too.

Telemedicine has also given me access to specialists that otherwise are out of range for me. I am receiving the best quality of care, but on my own terms.

“I don't have to worry about travel logistics and expenses.”



PATIENT & PROVIDER
**Advocates
for Telehealth**