

# How to Use Telemedicine

## A Patient's Guide

Understanding the best practices for telemedicine ahead of time can smooth out any difficulties during an appointment, allowing patients to get the best possible treatment.

### Preparing for an Appointment

To make the most of their telehealth visits, patients should:



**Identify symptoms to be brought up or questions that must be answered.**



**Have medications and treatments nearby.**



**Be in a quiet space and speak clearly.**



**Be ready a few minutes early and prepared to take notes.**

### Audio-Only Appointments vs Video Appointments

While general preparation for these appointments is similar, there are some important differences.



#### AUDIO-ONLY VISIT

Audio-only visits are like a phone call. They typically don't require an internet connection.

**DURING AUDIO-ONLY APPOINTMENTS, PATIENTS SHOULD:**

- Have strong cell reception.



#### VIDEO VISIT

Video visits are virtual visits where the patient and provider can see each other. They can take place on a phone, tablet or laptop.

**DURING VIDEO VISITS, PATIENTS SHOULD:**

- Have a strong internet connection and good lighting.

### Care When and Where Patients Need It

**Regardless of whether a patient is going to a provider's office or having an appointment from home, patients must be their own health advocates.**

Effectively utilizing telemedicine, in combination with in-person care, can ensure patients receive the care they need when and where they need it.



PATIENT & PROVIDER  
**Advocates**  
for Telehealth