



Patient Guide to Virtual Visits

Our patients are finding that a telehealth virtual visit with their provider is a great option. While there are times an in-person visit is recommended, many routine appointments can occur “virtually” from the comfort of your home, saving you time and minimizing your need to travel. This guide will ensure you are prepared for a successful virtual visit. Our staff is always available to assist you, so please call our office with any questions.

Telehealth Virtual Visits

Telehealth virtual visits use technology such as computers, cell phones, and tablets. You and your provider will be able to see and hear each other through almost any device with a speaker, microphone, and camera.

When a telehealth visit is scheduled, we will give you instructions about how to set up and log into your appointment. Co-pays and deductibles will apply for these visits.

What can your provider do during a telehealth visit?

You may be surprised at how much can be done during a telehealth visit! Many common problems that would have previously required an in-person visit can be treated effectively using telehealth. Conditions such as:

- Colds, flu, fever, headaches, sore throat, or nasal congestion
- Stomach viruses, constipation, or acid reflux
- Rashes, pink eye, cold sores, bites, stings
- Bladder infection

Many chronic conditions can also be managed using telehealth, including:

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| <input type="checkbox"/> Asthma, COPD and emphysema | <input type="checkbox"/> Depression |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Arthritis |
| <input type="checkbox"/> High blood pressure and heart disease | <input type="checkbox"/> Kidney disease |

If you have a concern about an urgent or chronic problem, we encourage you to contact the office.

Telephone-Only Visits

We understand that not all patients will have access to devices that allow for video connections, so we also offer telephone-only visits. A telephone-only visit can occur on your mobile phone or landline.

MyChart Patient Portal

Our patient portal is a secure, private way for you and your care team to communicate. To create a new account, please visit ReidHealth.org and click on the blue MyChart button in the top left corner. On the next screen, you will be able to select “I need an activation code.” Follow on-screen prompts to complete.

Please note that for telehealth virtual visits and telephone visits, co-pays and deductibles apply. If financial concerns may limit your ability to get care, we are here to help. Please contact the office to discuss options.

Checklist for a Successful Telehealth Visit

Tip: Test your camera and sound by having a video chat with a friend.

Use the best camera you can find

Your doctor may ask you to hold your camera close to your body to do an exam. The clearer the picture and the closer you can get to your device will allow them to make an accurate diagnosis and address your concerns.

Place your camera at eye level

Sit eye-level with your camera so you can make eye contact with your doctor. This helps you see each other more clearly and have a deeper connection during your visit.

Test the sound

Most devices have a built-in microphone and speaker system. Questions you should ask: Can the other person hear you? Can you hear them? Do you need to talk louder or move closer to the microphone?

Plug in your device for power and Internet

You don't want to lose your connection during your visit. Making sure your device is fully charged or plugged in will prevent you from having issues during your appointment. You can do your telehealth visit using Wi-Fi, but your computer will work better if it's plugged directly into the internet with a wired ethernet cable. If you're on a smartphone, try connecting to your home's Wi-Fi for the best connection.

Close other apps

Having too many apps running on your computer or device can make your device run slowly. Before starting the visit, close all programs that you aren't using during the visit.

Use the best browser

If you're using an online app, check if you need to run it in a certain browser – for instance, you may need to use Chrome instead of Internet Explorer.

Find a quiet space

It is important you are uninterrupted, are comfortable, and have privacy to discuss your health concerns.

Adjust the lighting.

Before you begin, check the lighting. Is the picture fuzzy and dark? Try turning on overhead lights or closing blinds and drapes to reduce background light.

Prepare your list of questions and concerns

Write down your questions. Consider a support person to help you remember what you discuss and any advice your doctor gives. Choose a person you trust with your health care information. Let your physician know this person is attending with you.

Have your doctor's info handy

In case you have a technical issue, have your doctor's number on hand to call them back if you are disconnected.

How to act

Act just like would at an in-person visit. Tell the doctor your concerns and symptoms, ask questions, and listen closely. Make sure you're looking into the camera. Stay close to your device so your doctor can see and hear you. Your doctor may ask to see areas of your body to do an exam. Wear clothing that will make it easier to show wounds, rashes, swelling, or other areas where you have a concern so your doctor can make the correct diagnosis.

Congratulations! You just had your first telehealth visit! Make sure to follow any instructions your doctor gave you and share any feedback you have. Call the office or send a message through the portal if you have questions.

Source: Marciniak, A. (2020, March 30). *Patient Instructions for a Successful Telehealth Visit*. Showalter, G., Loengard, A., Findley, J. (Eds.). <https://caravanhealth.com/>