

# Telehealth: Scheduling a Visit

Many healthcare workers are now doing Telehealth visits.

If you want an appointment with your healthcare worker using Telehealth...

You might use... the phone

OR

A computer, tablet, or smartphone - so you can see each other during the visit.

There are lots of different programs and apps used for Telehealth.... **Red below will be text but not voiceover**

- Zoom
- Doxy
- WebEx
- Google Meet
- GoToMeeting
- And More!

You can ask your healthcare worker's office what they use for their Telehealth visits (5)...and If you've never used that program before, you can ask them to explain all the steps you need to get it set-up. They can probably email or text the steps to you so you can remember them.

You can also ask someone at the medical office for a Tech test - that's when they test the computer program with you before your telehealth visit, to make sure everything works.

You may want to ask your healthcare worker if your medical insurance will pay for the Telehealth visit, if you will have a copay, how much it will be, and how to make a payment.

To find a good time for you and your healthcare worker to meet for your Telehealth visit, there are a few things to think about - like:

- What time of day is the best for you - mornings or afternoons?
- If you prefer mornings, what time do you usually get up - and, how much time do you need to get ready for a computer meeting?
- Are there any times of the day when you get tired, need to eat, or take medication? Those times might not be the best times for an appointment.
- Do you want a support person with you during your Telehealth visit? If so, you will need to schedule a time when that support person will be with you for the visit. Your support person might even be able to help you schedule your visit.

Also - if you use communication aids, like a communication device or book, tell the scheduler that you use communication aids and would like a longer appointment, as a disability accommodation, if possible.

If you need an interpreter, make sure to ask the scheduler to arrange one.

You can ask, if there is anything you need to fill out, or do, before your appointment. You can tell them that it's easier for you to prepare answers to their questions in advance, and ask them to email or text those questions to you in time for you to get them ready.

Now you are ready to schedule a Telehealth appointment! You can watch our 2 other videos for tips on preparing for your telehealth appointment, and participating in your telehealth appointment so that you get what you need to stay healthy!

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