

## Telehealth: Participating in your visit

In our previous videos, we talked about getting ready for your telehealth visit by  
Testing your technology ahead of time and  
Deciding what words and sentences you want in your communication system for your telehealth visit.

In this video, we will talk about some things you can do on the day of your telehealth visit that will help make the most of your time with your healthcare worker.

If your Telehealth visit will be using a device with video, you will want to get your computer, tablet, or smartphone set up before your telehealth visit.

- Can you see the screen?
- Are you in a place where the camera will see your whole face?
- If you have a support person that will help you with your telehealth visit, do they have a place to sit nearby where the camera can see them too?
- Is your communication device or speaker close enough to the computer microphone?
- Do you have a phone number for your healthcare worker's office in case something goes wrong with your technology?

You will also want to make sure you have your information ready.

- Is your communication device charged? If not, you can plug it in.
- Is the volume loud enough or do you have an extra speaker set up? Remember, communication devices can be harder to hear and understand during a telehealth visit.
- If you are using a communication book or board, make sure it is with you.
- And - make sure you have any other notes you prepared ahead of time.

When your telehealth visit starts...

Tell your healthcare worker how they can support your communication. For example, if you use a communication device, you might use a pre-programmed message to say **(in SGD voice)** "I use a communication device to talk to people. Please wait while I finish making my messages. If you don't understand what I said, ask me to repeat my message. I will ask my support person to clarify or explain my words if you don't understand, but please talk directly to me."

You can also explain other ways you communicate including: answering yes/no questions, using head movements, or hand gestures - or anything else you do - so they understand all the ways you communicate.

If you sent in forms or information ahead of time, ask your healthcare worker if they have that information with them. It helps if everyone has the same words in front of them to understand what you need from your visit.

Don't be afraid to ask your healthcare worker to slow down or repeat something. They are there for YOU to make sure you can ask questions and tell them what you want to say!

Remember, you don't have to answer any questions or agree to any treatments you're not comfortable with. You can tell them, that you need more time.

During your visit, take notes - or have your support person take notes for you - so you can remember what was talked about and any important information.

You can ask your healthcare worker...

- If you need a follow up appointment
- How you can contact them if you have questions after the Telehealth visit
- And, If they will send you a summary of what you talked about with clear instructions
- Tell them the best way to reach you, a family member, or your support person - it might be by phone, text, or email.

When your telehealth visit is finished...

You can talk with your support person to make sure you heard and understood everything.

You can also go over things to see if you have any more questions or if there is a decision you need to make about your healthcare.

Supported Decision Making can help you make choices about your health that feel right for you. You can ask if there are any patient decision aids - to help you and your support person learn more about your choices so you can decide what is best for you.

Remember, you are in charge of your health - and,

Telehealth can help you get what you need to stay healthy!

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