

Tips on How to “See” Your Doctor (Telehealth During COVID)

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South Florida Geriatric Workforce Education Program

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What Can Telehealth Do for YOU?

- Urgent care, including evaluation of possible COVID-19 infection
- Express care for quick diagnosis of conditions such as sinus infections, rashes or stomach virus
- Primary care, including medication management
- Mental health counseling
- Diabetes management
- Consultation with specialists

-- MAYO CLINIC (5/2020 - edited)



How to Prepare for a Video Medical Appointment

- Follow instructions for downloading program or app.
- Check that your camera, speakers, microphone or headset is working.
- If using smartphone/tablet, find area with strong Wi-Fi or mobile connection. Make sure there is enough battery power.
- Find a quiet space in your home where you won't be interrupted.
- Set your device's camera at eye level
- Make sure to let your doctor know if there's another person in the room during your appointment. It's OK to have someone there to help you remember the conversation.

- MAYO CLINIC (5/2020 - edited)

Additional Steps:

- Connect through WiFi - DO NOT USE A PUBLIC UNSECURE WIFI
- Go to settings on smart phone or tablet
- Select WiFi
- Connect to your home WiFi
- Use the correct app or connect to the appointment web address through Google, Safari, Chrome, Yahoo, AOL or Bing
- OR
- If you don't have access to home WiFi, use your smart phone or tablet to connect to the internet. Use the correct app or connect to the appointment web address through Google, Safari, Chrome, Yahoo, AOL or Bing

Common Platforms

In addition to programs or apps that doctors use, they might use more common platforms that you might be familiar with:

- Face Time
- Facebook Messenger
- Google Meetings (formerly Google Hangouts)
- Zoom
- Skype



**IF YOU DON'T HAVE ACCESS TO INTERNET, TELL
DOCTOR'S OFFICE AND THEY WILL CONDUCT THE
APPOINTMENT OVER THE PHONE.**



Get Ready For The Doctor

- Make sure you are tech-ready (Do you need a computer? Is a smart phone or tablet ok? Do you need to download an app?)
- Check with Dr. (Confirm Medicare pays for telehealth)
- Make an appointment (Get specific instructions on how to connect with Dr. at appointment time)
- Describe your symptoms (If it's an emergency DIAL 9-1-1)
- Practice good online security (Do not use a public WiFi!)
- Be prepared to wait (you might be in the “waiting room”, so be patient)

Get Ready For The Doctor (Continued)

- The doctor is in (Dr. appears on screen or office calls to make sure you are ready and then Dr. appears on screen)
- Video can help virtual exam (Make sure you have good lighting in front of you and not behind you)
- You still may need to be seen in person (either in office or by nurse in-home if office provides that service)
- Get prescriptions filled (Dr. will transmit prescription to your pharmacy, make sure he has the info on your current pharmacy)
- Make a follow-up appointment

-AARP (5/2020 – edited)

If Your Dr. Doesn't Offer Telehealth or If You Don't Have a Dr.

- Teledoc Health – Medicare covered www.teladochealth.com
- **CareClix – no charge for COVID-related illness; other consults covered by Medicare** www.careclix.com
- Callondoc – Free for all those stuck at home – all medical conditions, not just COVID www.callondoc.com
- HealthTap – Free first appointment www.healthtap.com

If Your Dr. Doesn't Offer Telehealth or If You Don't Have a Dr.

- HeyDoctor by GoodRx – Free Covid assessment; other conditions \$20-30 www.heydoctor.com
- K Health – Chat with Dr. about COVID symptoms, other conditions www.khealth.ai
- Ro – Free COVID assessments www.ro.co



WHEN TO SEEK MEDICAL HELP

If you experience any of the following – contact your health care provider.

- **In an emergency – dial 9-1-1.**
- Primary COVID symptoms – fever or chills, cough, shortness of breath or difficulty breathing
- If your chronic health conditions change or become worse
- Any new illness or injury

NOTE:

People have died from non-COVID health concerns because they didn't seek medical attention!

NOTE:

**Please don't be that person who didn't
receive medical care because of worry of
COVID!**

NOTE:

**Hospitals are very careful to protect ALL
PATIENTS from COVID.**

REMEMBER:

As a member of high-risk group for severe COVID illness, limit your time outside of your residence.



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SURVEY:

<https://redcap.nova.edu/redcap/surveys/?s=JP4YM388>

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Presentation Title:

“TIPS ON HOW TO SEE YOUR DR”

Please answer 6 questions