

How to Get Ready for a Telehealth Appointment



With newly expanded telehealth coverage, your health care provider may be offering virtual visits. Here are some tips on how to prepare:



☐ **Make sure you have the necessary technology.**

- You'll need a smartphone, tablet or computer with a webcam and a good internet connection.
- Make sure the device is fully charged or plugged in.
- If you haven't used video on the device before your appointment test it to ensure that the camera works well for the face-to-face conversation.

☐ **Check your insurance coverage.**

- Medicare recently expanded its coverage for telehealth visits, but private insurers' coverage varies. It's best to double-check with your health insurance provider beforehand to see whether a telehealth visit will be covered.



☐ **Choose a quiet, comfortable, well-lit location.**

- Make sure there's enough light for your provider to clearly see your face and any physical issues you want to discuss.

☐ **Optimize your audio.**

- Using headphones or earbuds can help ensure you hear every word clearly, plus it provides you with some privacy.



☐ **Prepare as you would for any other visit.**

- Make notes ahead of time about any questions and/or issues you want to discuss.
- Be ready to say why you wanted to be seen and what your biggest priority for the appointment is.
- Prepare a list of the medications and supplements you take (prescription as well as over-the-counter).

☐ **Be prepared to discuss your symptoms and any updates on your health.**

- If you have a fever, what is your temperature and has it changed lately? If you have a blood pressure monitor, what is your latest reading? If you keep a food, exercise or blood glucose records, have them at hand in case you need to speak to your health care professional about them.
- Consider recording your temperature and weight shortly before your appointment.



☐ **Have health devices with you.**

- Have on hand any medical devices your doctor has prescribed or recommended you use.

☐ **Remember to make the best use of your time together.**

- Speak clearly, answer the provider's questions as concisely as possible, ask about managing your risks for heart disease, stroke, and kidney disease, be ready to make notes about the provider's recommendations, and ask questions if anything is unclear.

☐ **Additional topics you may want to address:**



- Report any changes in your medical status. This may include symptom changes, blood pressure logs or blood glucose logs.
- If you are awaiting care due to COVID-19, make sure you address timing, including testing, cardiac rehab or cardiac procedures.
- Your medications, when to take them and how to adjust them, if needed.
- Recent blood pressure reading.
- Recent cholesterol numbers.
- Your meal plan and whether to adjust it.
- Steps you can take to be more active and manage your weight.
- Amount of sleep you are getting each night.
- Cessation of smoking or vaping, if applicable.
- Anything that's interfering with your day-to-day condition management.
- Anything about your care plan that's challenging or that you don't understand.

For more information please visit
<https://www.heart.org/en/health-topics/diabetes>