

Patient Take-home Prep Sheet



Below is a sample take-home prep sheet for patients who opt to try telehealth.

Customize the information to reflect the services you offer, and make this sheet available at checkout and/or in your patient portal.

Telehealth is:

Telehealth is a digital health solution that connects the patient and clinician through real-time audio and video technology. It can be used as an alternative to traditional in-person care delivery, and, in certain circumstances, can be used to deliver care such as the diagnosis,

consultation, treatment, education, care management, and self-management of patients.

Who is telehealth for?

All established patients who have access to and are willing to use technology for a visit with their physician or advanced practice provider. Patients must also meet clinical protocols that allow for a telehealth visit.

When should I use telehealth?

When you need to contact your health care provider about personal health information, lab results, prescription management, follow-up care, or urgent care that may not need a physical, in-person exam.

Why other patients like telehealth:

1. **More convenient:** Care when you need it, from the comfort of your home. No travel costs or hassles.
2. **Better patient experience:** No waiting rooms or long queues. Less risk of spreading or contracting infectious disease.

Who will pay for virtual visits?

- Many insurance companies and employer-sponsored health plans will pay. Contact HR or your health insurance advocate to verify that telehealth is covered under your plan.
- Patients often choose to pay out of pocket. Contact us about our flat-fee option.

WHAT DO I NEED TO DO TO PREPARE?

- Register for telehealth in our patient portal and follow the instructions for our telehealth platform sign-up
- Make sure you have a desktop or laptop computer or a tablet or smartphone with a good-quality camera and microphone
- Internet speed of at least 384 kps; Wi-Fi is preferred
- A private space with limited background noise and good lighting
- Double check your camera for clarity

WHAT SHOULD I EXPECT IN MY FIRST APPOINTMENT?

- You may have to verify your name, contact information, and location and show a government-issued photo ID
- You will be informed about privacy and confidentiality laws, including cybersecurity
- You will be asked to consent to receive telehealth care
- Your encounter with your provider will be as similar as possible to a typical in-person visit
- Our care team will be able to help arrange follow-up care, prescription orders and schedule your next appointment.
- You will be asked to fill out a quick patient feedback form at the end of the visit to help us improve our telehealth experience