



Get care from home with telehealth

You may have concerns when it comes to visiting your PCP in person right now. But it's important to continue to meet with a health care provider and stay on top of your health. Scheduling a telehealth visit can help you do this from the safety and comfort of your home.

What is telehealth?

Telehealth is a visit with a provider using a computer, tablet or phone instead of going into the doctor's office. More and more providers are offering telehealth services to help their patients.

With telehealth, you can:

-  **Ask questions**
-  **Potentially get a diagnosis¹**
-  **Receive help for managing your condition(s)¹**
-  **Get medicines prescribed and sent to your pharmacy²**

You may also be able to meet online with a provider 24/7 for urgent care needs.

Contact your doctor if you have additional questions.

How to schedule a video telehealth visit:

Check your PCP's website or call their office to learn about their specific telehealth availability and how to access it.⁴

Each provider's office will have their own application, so ask for detailed instructions on how to use theirs.

Tips for getting connected to telehealth:

Before your appointment:

- ✓ Review the instructions for telehealth visits from your PCP's office
- ✓ Set up the telehealth application or find the website on your chosen device
- ✓ Make sure your device is charged, plugged in and has an internet connection

Tips for your appointment:

- ✓ Find a private, comfortable and well-lit area to sit while having your visit. Avoid glare from windows
- ✓ Open the telehealth application on your device 10–15 minutes prior to your scheduled appointment
- ✓ If possible, test your audio and video connection on the device



When is telehealth not a good choice?

Telehealth isn't for emergency care. If you have a life-threatening emergency, call 911 or go to the ER right away.

¹ Not all medical conditions can be treated through telehealth. The telehealth doctor or nurse practitioner will identify if you need to see an in-person doctor for treatment.

² Doctors can't prescribe medications in all states. Prescriptions cannot be written for opioids.