Understanding Telehealth

What is Telehealth?
Telehealth is an appointment with a health care provider over a phone or video call.
Telehealth allows you to speak to your health care provider without having to go to their office.

Health care provider is an individual who can provide health care services, such as a doctor, nurse, dentist, social worker, psychologist, etc.

Benefits of Telehealth
- Get medical care from the comfort & safety of your own home
- Saves travel time
- Miss less time from work
- No need for child/elder care while you are at your health care appointment
- You can have a friend or family member join you in your visit

About the Telehealth Visit
You can connect with your health care provider through a telephone or a video call.

You will need access to one of the following devices:
- Telephone
- Smart Phone
- Desktop/Laptop
- Tablet

Video appointments may require a camera, microphone, and Internet or Wi-Fi access
You may request an interpreter to join your televisit if needed
Contact your health care provider to see if they offer telehealth services

Common Telehealth Questions
- Does telehealth keep my health information safe and private?
  Only the health care provider that you have an appointment with should have access to your information.
  When you are making your appointment, you may ask about the privacy of the call.

- Can I still meet with my health care provider in person if I start using telehealth services?
  Yes. You can choose when you would like a telehealth or an in-person visit as long as both are available.

- Will my health insurance cover telehealth services?
  It depends on your health insurance plan.
  Call to check on your benefits.

  If you do not have health insurance, check in with your provider on the cost of telehealth services.

- Can my health care provider still do a physical exam?
  If a physical exam is needed, the health care provider will schedule an in-person appointment.

- Can I get a prescription without seeing my health care provider in-person?
  Yes, you are able to get a prescription through a telehealth visit.

7 out of 10 people like telehealth services and would recommend it to others.