

COVID-19:

How to Get Ready for a Telehealth Appointment

With newly expanded COVID-19 telehealth coverage, your health care provider may be implementing your first virtual visit. Here are some tips on how to prepare:



Make sure you have the necessary technology.

- You'll need a smartphone or a tablet or PC with a webcam and a reliable internet connection.
- Make sure the device is fully charged or plugged in.
- If you haven't videoconferenced on the device before, test it to ensure that the camera works properly and that you're close enough to it for a virtual face-to-face conversation.

Check your insurance coverage.

Medicare recently expanded its coverage for telehealth visits, but private insurers' coverage varies, so 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 data.**

- 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 food, exercise and blood glucose records, have them at hand.
- 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.



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

Speak clearly, answer the provider's questions as concisely as possible, be ready to make notes about the provider's recommendations, and ask questions if anything is unclear.

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

- Recent blood glucose log.
- Any problems with very high or very low blood glucose levels. This includes understanding symptoms and what to do about them.
- Your medications, when to take them and how to adjust them, if needed.
- Your meal plan and whether to adjust it.
- Anything that's interfering with your day-to-day diabetes management.
- Anything about your care plan that's challenging or that you don't understand.

For more Information, visit
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