

Tips for a Telehealth Visit with Your Doctor:

What to expect and how to prepare for your visit

A telehealth visit with your doctor is like an in-person visit to the doctor's office. What you talk about will be the same. Telehealth visits are done by telephone or video. Just like at the doctor's office, you may speak with a nurse or medical assistant first, or you may have to wait for your doctor in a virtual waiting room..

To get ready for a telehealth visit, you need:

- A reliable cell phone, smart device, or computer with audio or webcam for video. If your cell phone can take a "selfie," then it usually can be used for a telehealth visit. You might use a smart phone, laptop with webcam, iPad, or other device.
- A current email address.
- The app used by the office. Your doctor might use Doximity, doxy.me, DrFirst, eClinicalWorks, Jabber, Teams, Unity PHM, or another service for the visit. You should download this before the visit or be able to get a text message or email.

To attend the telehealth visit:

Telehealth Visit



- You may get visit instructions when you make the visit. Follow these instructions.
- A link will be sent to your phone or computer via text or email, either when you schedule or at the time of the appointment.
- Find a quiet, well-lit place for the appointment with a strong Wi-Fi signal.
- Remember to turn on your device's video and audio.
- You may get a call from the doctor's office up to 15-30 minutes before the scheduled time. The office may ask you for some information. You may speak with several team members. If you don't get a call, click the link 10 minutes before your appointment to connect with the nurse and doctor. If you do not see the email in your inbox, check your Spam and Junk folders.
- You may need to wait in a virtual waiting room. Follow the prompts in the app. If you get a notice that your doctor is ready, click "Join." You may also see your doctor on your screen when they are ready to join you.
- After meeting with your doctor, you may need to stay on the call for more instructions. Please let your provider end the call.



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To attend the telehealth visit:

App Specific



- Jabber: You will need to call from a text message sent to your phone.
- doxy.me: App doesn't need to be downloaded. You may need to fill out a consent form.
- eClinicalWorks: You will get a link via text to start the visit.
- Unity PHM: You will get a link on your phone or computer at the time of the visit.

Phone-only Visit



- Your doctor will call you up to 15-30 minutes before the scheduled time. You may be asked for some information.
- The call may be from a private or blocked number. Please answer the call.

For help joining a video visit using an iPhone or Android Smart phone, [click here](#).

The tip sheet from the Institute for Family Health can help you with steps for joining the visit and includes help with using your camera and microphone. An example of what an app may look like using your Smart phone is:

After you schedule your visit, you will get a link to your virtual waiting room.



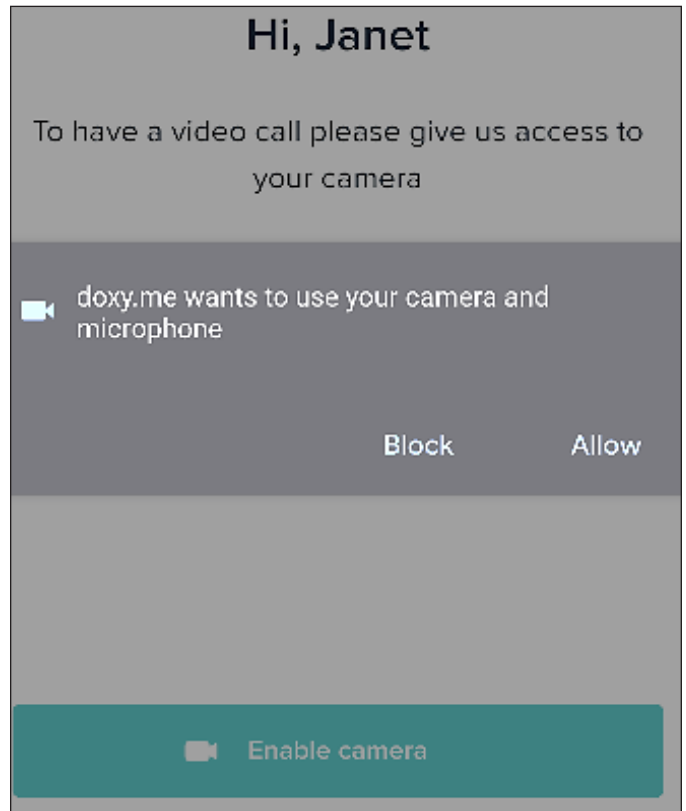
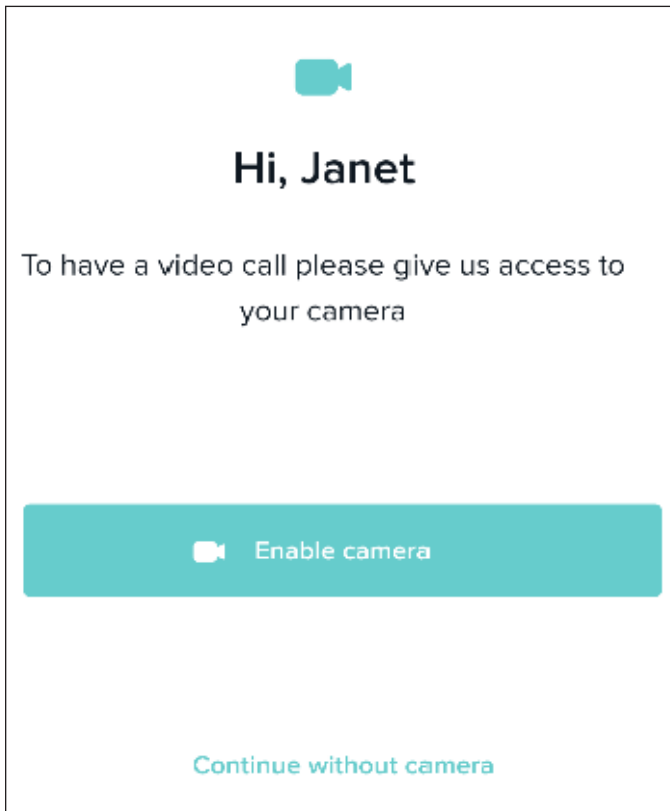
Click the link 10 minutes before your scheduled time. Next, you will see a Welcome screen. Type in your name and click "Check In."

Welcome!

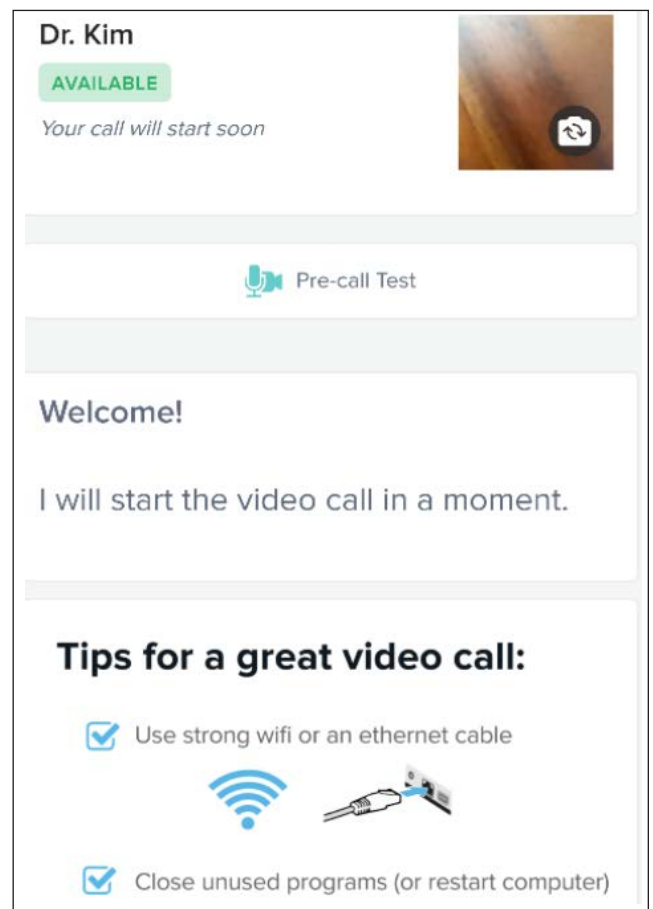
Please check in below to let Dr. Kim know you are here

Check In

Next, enable your camera and microphone.



You will see a virtual waiting room until your health care provider is ready. When your provider is ready, you will see them on your screen.



No Cost WIFI Access

Broadband of Ohio, the state's office dedicated to improving access to high-speed internet, has identified public hotspot locations in areas that may not otherwise have internet access. If you don't have internet access and want to use telehealth, you may be able to use the hotspot access from the parking lot of one of the locations identified by **Innovate Ohio**, such as a public library.

Checklist to help you have a successful telehealth visit

Before your appointment:

Plan your visit

Decide what you want to accomplish during your visit, such as:

- Understanding your medications or treatment options
- Renewing a prescription
- Getting help for a specific medical condition or set of symptoms
- * Prioritize what's most important to you.

Collect information:

- If you have a blood pressure monitor, take and record your blood pressure in the morning and evening for 4 days before your visit or as directed by your doctor. Have the results with you to give to your doctor.
- If you have a glucometer, take your blood sugar in the morning before breakfast and in the evening, 2 hours after dinner, for 2-4 days before the visit or as directed by your doctor. Have the results with you to give to your doctor.
- If you have a scale and monitor your weight, have the results with you to give to your doctor
- List of medications you take, including over the counter and herbal remedies.
- List of questions to ask your doctor.


Ask a family member or friend to be with you to help you understand and remember information given to you.

Before your appointment:

Prepare the location


- Find a quiet, private place to talk where you can be for 15-30 minutes.
- Adjust the lighting.
- Charge or plug in your phone or computer.
- For a video visit, test the image quality of your device.
- Have paper and a pen with you to take notes.

During the appointment

 **Your talk with the doctor will be just like an in-person appointment, with topics such as:**

- Current treatment
- New symptoms or changes in your health
- Your current blood pressure, blood sugar or weight, and how to use these measurements to manage your health.
- What your numbers should be for blood pressure, blood sugar, cholesterol, BodyMass Index (BMI), or other measurements
- * Routine services needed such as A1c, cholesterol, or retinal eye exam.
- Recent emergency room visit or inpatient admission and the medications prescribed
- Prescriptions needed for medication refills and diabetic supplies
- Schedule your next appointment

After the appointment

 **Medications:**

- Fill your prescriptions
- Take your medications as prescribed
- Contact the doctor if you have any side effects or if no improvement is noted

Diagnostic testing:

- Schedule lab and diagnostic tests or screenings as ordered

Monitor:

- Your blood pressure with a home blood pressure monitor. Take and record your blood pressure and the date it was done. Call your doctor with the results as needed.
- Your blood sugar with a glucometer. Take and record your blood sugar with the date and time it was done. Call your doctor with the results as needed.
- Your weight. Call your doctor with the results as needed.

Follow up with your doctor at the next appointment.

Molina Dual Options MyCare Ohio Medicare-Medicaid Plan is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees. You can get this document for free in other formats, such as large print, braille, or audio. Call (855) 665-4623, TTY: 711, Monday - Friday, 8 a.m. to 8 p.m., local time. The call is free. Molina Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location.