

# How to Get Ready for a Telehealth Appointment



With newly expanded telehealth coverage, health care provider may be offering virtual visits. Here are some tips on how to prepare:



## ☐ **Have the necessary technology.**

- Use a smartphone, tablet or computer with a webcam and a good internet connection.
- Make sure the device is fully charged or plugged in.
- Test the video on the device before an appointment to ensure that the camera works well for the face-to-face conversation.

## ☐ **Check your insurance coverage.**

- Medicare recently expanded its coverage for telehealth visits, but private insurers' coverage varies. It's best to double-check with the 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 that need to be discussed.

## ☐ **Optimize your audio.**

- Use headphones or earbuds to clearly hear the conversation, plus it provides some privacy.



## ☐ **Prepare the same as other visits.**

- Make notes ahead of time about any questions and/or issues that need to be discussed.
- Be ready to talk about what the biggest priority is for the appointment.
- Prepare a list of the medications and supplements taken (prescription as well as over the counter).

## ☐ **Be prepared to discuss symptoms and any updates on overall health.**

- If experiencing a fever, note the current temperature and any recent changes. If a blood pressure monitor is available, record the latest reading. Keep food, exercise or blood glucose (blood sugar) records on hand in case they need to be reviewed with a health care professional.
- Consider recording your temperature and weight shortly before the appointment.



☐ **Have health devices on hand.**

- Have on hand any medical devices prescribed or recommended to use by a health care professional.

☐ **Make the most of time spent with the health care professional.**

- Speak clearly, answer the health care professional's questions as concisely as possible, ask about managing your risks for heart disease, stroke, and kidney disease, be ready to make notes about the health care professional's recommendations, and ask questions if anything is unclear.

☐ **Additional topics to address:**



- Report any changes in your medical status. This may include symptom changes, blood pressure logs or blood sugar logs.
- How to take medications prescribed and adjust them, if needed.
- Recent blood pressure reading.
- Recent cholesterol numbers.
- Meal plan and whether to adjust it.
- Steps to take to be more active and manage your weight.
- Amount of sleep each night.
- Cessation of smoking or vaping, if applicable.
- Anything that's interfering with day-to-day condition management.
- Anything about the care plan that's challenging or that you don't understand.

**For more information please visit  
[www.heart.org/diabetes](http://www.heart.org/diabetes)**