

TELEHEALTH TIPS FOR PATIENTS

How to prepare for telephone or video medical appointments



1 FIND A PRIVATE SPACE

Your healthcare provider may need to ask you personal questions and see you clearly. Please find a private, quiet space with good lighting.



2 ALLOW PLENTY OF TIME

Due to medical emergencies it is virtually impossible for doctors to run exactly to the minute. Make yourself comfortable and expect to wait.



3 WRITE A LITTLE LIST

It can be hard to remember what you wanted to discuss with your doctor. Write a list of what you want to cover and keep it handy along with a pen and paper in case you want to take any notes in the appointment.



4 CHECK YOUR UNDERSTANDING

Telehealth consultations require extra clarity. Repeat back important instructions to your healthcare provider to ensure you understand advice or instructions.



5 TELEHEALTH IS NEW FOR EVERYONE

Telehealth is new to your healthcare providers. It may be new for you. Please share your thoughts and experiences and together we can improve patient-centred healthcare for everyone.