

Telemedicine and You

How to make the most of your telemedicine visit.

During your hospital visit, you may be attended by some physicians virtually. This is called telemedicine, and it is a rapidly growing component of healthcare across the country. In fact, more than three in four U.S. hospitals now use some form of telemedicine. Using the latest computer technology, software and medical cameras, these physicians can provide you with the expert care you need remotely. The benefit? You get access to experienced, board-certified physicians in multiple specialties – specialists you may otherwise need to wait to see or travel distances to visit. By bringing quality healthcare and specialty services closer to you and your family, telemedicine is increasing your access to the vital care you need.



Tips to enhance your visit:

When communicating with your telemedicine physician, there are some tips that can help you make the most of your visit.



1. Be prepared. When engaging with a telemedicine physician, just like with your on-site physician, it's valuable to be well-informed about your medical history, current condition, and any relevant medications. This will help your physician make accurate diagnosis and prescribe appropriate treatment plans.



2. Communicate clearly. Because your tele-physician isn't directly in the room with you, it's important to communicate clearly to them. Avoid turning away when you speak so that all your important information and questions can be both seen and heard.



3. Maintain eye contact. Just like when you are seen by a physician in person, much of your telemedicine physician's visit with you is as much evaluating your nonverbal or visual cues as what you say. Look directly at the medical cart screen so that the physician can see and evaluate your expressions. This will help them respond appropriately to your concerns or properly evaluate visually evident things such as your level of pain or understanding.



4. Be patient. When using technology, the unexpected can occur. Be patient should technical delays occur and communicate any concerns you may have with your attending nurse who can help you quickly resolve any technical challenges.

5. Offer feedback. We are confident that you, like the millions of Americans who rely on telemedicine as part of their care, will value your telemedicine consultations. If, however, you have feedback or suggestions you'd like to share, please don't hesitate to offer them during your virtual visit or to your attending nurse. We want your experience to be an exceptional one and value your input on how we can make it even better.

Telemedicine is a true equalizer for today's healthcare delivery – increasing access to world-class specialists and physicians across disciplines – from neurologists and cardiologists to dermatologists, oncologists and many more. With your support, telemedicine is putting the power of health access in every patient's hands, regardless of where they live.

