

TIP SHEET

# WHAT MATTERS

## Telehealth 101 for Older Adults



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### What is telehealth?

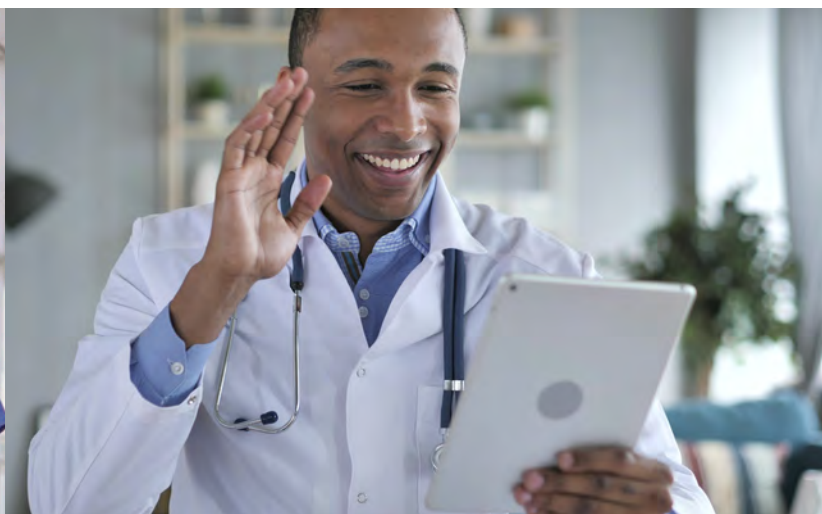
You may have heard of telemedicine, telecare or mobile health. Telehealth is the same thing.

Telehealth allows you to virtually visit health care professionals with the help of technological devices instead of seeing them in person. Telehealth can include video conferences, emails, or phone calls with providers. Telehealth can be a way to visit a provider and to get a prescription.

Health care professionals can also use devices to remotely monitor your health status and disease management status. This can include your blood pressure or blood glucose.

Telehealth requires you to use digital devices like computers, smartphones, or tablets and to use the internet.

Telehealth is popular. 8 in 10 hospitals and 1 in 4 adults have recently used telehealth in the U.S.



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### What do I do before using telehealth?

Know if your insurance covers telehealth services. Major insurance companies and Medicare cover certain types of telehealth services.

Get your device and internet ready.

- No digital device? Rent, borrow or buy one.
- No internet? Get internet service or find a place where you can access the internet.
- No telehealth application? Install the needed telehealth application to your device.
- A device that is at least 5 years old? Check if it is compatible with your telehealth service.
- Questions? Call the telehealth service provider.
- Don't hesitate to ask your family and friends for help.

### How do I use telehealth?

Treat a telehealth visit or communication as you would a normal visit. Treat it just like talking to your doctor or nurse at the clinic or hospital.

Take your time and stay calm. Your doctor may not respond to you right away for many reasons. For example, the doctor's internet might be slow.

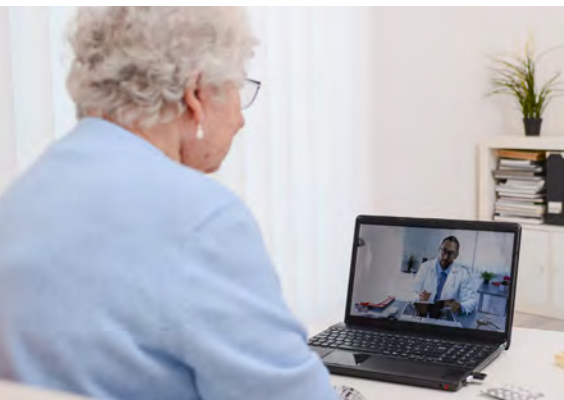
Mind your privacy. Your doctor and nurse can see you if you are using a video conference application. Dress appropriately and put away anything that you don't want them to see.



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### What do I do after using telehealth?

Jot down important things that you learned from the telehealth session.

Write down any questions before the next telehealth session.



**DISCLAIMER:** This information is not intended to diagnose health problems or to take the place of medical advice or care you receive from your physician or other healthcare provider. Always consult your healthcare provider about your medications, symptoms, and health problems.

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