Making the Most of Your Telehealth Visit

"Telehealth" is the use of phone and internet technologies to provide health care. It's become more common during the COVID-19 pandemic. It includes:

- Virtual health care visits
- Remote monitoring (eg, measuring your heart rate and blood pressure at home)
- Online health education

① GET READY TO CONNECT

- Review the instructions sent to you by the health care staff.
- Download any links that you need to connect to your visit.
- Check your internet connection, monitor, and camera. If it's a phone visit, check your reception.
- If you're worried about connecting, ask whether you can practice with a staff member beforehand.
- Choose a quiet, private place to go for the visit. That can be your home, office—even your car.
- Ask your partner or other support persons if they want to attend.

② PLAN YOUR VISIT

- Make a list of questions to ask your health care professional.
- Have any home monitoring results ready to share with your health care professional.
- Keep the phone number of the office handy in case you are cut off and need to get re-connected.
- If you want to speak in a different language besides English, ask in advance for an interpreter in the language you prefer.

③ DURING THE CALL

- Don't multitask—this visit should be all about you and your health.
- Ask about next steps and follow-ups.

④ AFTER THE CALL

- Take advantage of your health care professional's portal if they have one. Use it for messaging, prescription refills, and scheduling visits.
- Let the staff know if you had any problems during your visit so that they can take steps to correct them.

Insurance Info

- In most cases, your telehealth visit will be covered by your insurance.
- Some insurance companies cover video telehealth visits only, while others may cover both video and telephone visits.
- Note that insurance companies may change what they cover or may have different plans with different coverage or deductibles.
- Always check with your insurance beforehand to find out if your telehealth visit will be covered.

Society for Maternal·Fetal Medicine
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