

# COVID-19:

## How to Get Ready for a Telehealth Appointment

With newly expanded COVID-19 telehealth coverage, your health care provider may be implementing your first virtual visit. Here are some tips on how to prepare:



### **Make sure you have the necessary technology.**

- You'll need a smartphone or a tablet or PC with a webcam and a reliable internet connection.
- Make sure the device is fully charged or plugged in.
- If you haven't videoconferenced on the device before, test it to ensure that the camera works properly and that you're close enough to it for a virtual face-to-face conversation.

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

Medicare recently expanded its coverage for telehealth visits, but private insurers' coverage varies, so it's best to double-check with your 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 you want to discuss.

### **Optimize your audio.**

Using headphones or earbuds can help ensure you hear every word clearly, plus it provides you with some privacy.



### **Prepare as you would for any other visit.**

- Make notes ahead of time about any questions and/or issues you want to discuss.
- Be ready to say why you wanted to be seen and what your biggest priority for the appointment is.
- Prepare a list of the medications and supplements you take (prescription as well as over-the-counter).



**✓ Be prepared to discuss your data.**

- If you have a fever, what is your temperature and has it changed lately? If you have a blood pressure monitor, what is your latest reading? If you keep food, exercise and blood glucose records, have them at hand.
- Consider recording your temperature and weight shortly before your appointment.

**✓ Have health devices with you.**

Have on hand any medical devices your doctor has prescribed or recommended.



**✓ Remember to make the best use of your time together.**

Speak clearly, answer the provider's questions as concisely as possible, be ready to make notes about the provider's recommendations, and ask questions if anything is unclear.

**✓ Additional topics you may want to address:**

- Recent blood glucose log.
- Any problems with very high or very low blood glucose levels. This includes understanding symptoms and what to do about them.
- Your medications, when to take them and how to adjust them, if needed.
- Your meal plan and whether to adjust it.
- Anything that's interfering with your day-to-day diabetes management.
- Anything about your care plan that's challenging or that you don't understand.

For more Information, visit  
**KnowDiabetesbyHeart.org**

FOUNDING SPONSORS



NATIONAL SPONSORS

