

How to Make the Most of a Virtual Visit

As we face this pandemic, patients like myself are facing an extension of the “new normal” and that includes virtual visits. Both patient and healthcare professionals are now in a position that allows us to take advantage of the technology we have and still provide and receive great care.

A part of patient education is health literacy. Health literacy is the ability of patients to understand health information in order to make the best decisions about their health. The case remains the same whether visits are in-person or virtual.



FOR PATIENTS

- 1 Discuss any information you have questions about during your appointment, especially if it has jargon you don't understand
- 2 If a doctor speaks too quickly, tell them to slow down or repeat what they said
- 3 Take notes during your appointment if having something visual helps you remember
- 4 If your doctor mentions a word you've never heard of, ask them to define it
- 5 Share your understanding of how a certain medication or treatment is helping you and/or if you think something could work better
- 6 If you're unsure of how to take a medication, show the label to your doctor to have them explain
- 7 If you are provided with test results, ask your doctor to review them carefully with clear language