

YOUR STEP-BY-STEP GUIDE TO USING TELEMEDICINE: RESOURCE GUIDE

WHAT IS TELEMEDICINE?

In lieu of an in-person visit, healthcare providers are offering options for patients to receive care using a webcam on a computer or mobile device. This allows patients to share medical issues, symptoms, and more with their doctor— in real-time—from the comfort of their own home.

SCHEDULING AN APPOINTMENT



Equipment/Technical Requirements:

- A computer or mobile device, like a tablet or smartphone, with a webcam and a microphone (this is standard on most mobile devices).
- A strong Internet connection, like a home WiFi network.*

Scheduling Tips:

- Ask how you will receive instructions for joining the virtual appointment.
- Request a telephone number to call if you encounter technical difficulties.

*Do not use a public WiFi connection to access personal information.

PREPARING FOR YOUR APPOINTMENT



- Review the instructions you receive from your provider.
- Test your system using the virtual appointment technology.
- Ensure that your audio and video are working properly.
- Log in at least 10 minutes prior to your appointment time.
- You may be asked to fill out an intake form or to sign a consent form online prior to the visit.
- Be sure the sound, camera, and microphone on your device are turned ON and check that the levels are up and not muted.

TELEMEDICINE CONSIDERATIONS



- Healthcare systems have varying technology platforms, so follow the instructions from your provider closely.
- Patience is key. Audio and video adjustments are necessary at the start of these types of appointments (or any video chat technology).
- Prior to the appointment, write down questions and topics you would like to address with your provider.
- You may need additional lab testing or follow-up. If necessary, your doctor can provide specific instructions.

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