



Things to Know About Telehealth

For patients with an intellectual or developmental disability, accessing health care services can sometimes be challenging. Telehealth can offer another way for patients to get the services they need. Below are some tips to help you learn more about telehealth and how it can be used to help you receive your health care services.

1. What Is Telehealth?

- ✓ Telehealth means seeing your doctor or health care provider by using technology instead of going into the office.
- ✓ You can meet by video, phone call, or secure message, depending on what kind of care you need.
- ✓ You can also tell your provider which way—video, phone, or message—you prefer to use.



2. How Do I Get Telehealth?

- ✓ Ask your health care provider if you can have a telehealth visit instead of coming in person.
- ✓ Not every doctor or service can use telehealth, so your provider will tell you what is possible.
- ✓ You can also call your health insurance company to find out what telehealth services are covered by your plan.



3. Do I Need Special Equipment?

- ✓ Most people only need a computer, tablet, or smartphone that connects to the internet.
- ✓ You might want to use headphones or a headset so you can hear better.
- ✓ For a video visit, your device should have a camera and microphone.
- ✓ Ask your provider if closed captioning or language interpreter services are available.
- ✓ Some visits can happen by phone or message, but those might be limited.
- ✓ Before your visit, your provider should send you a link or clear instructions by text or email so you know how to join.

4. Are Telehealth Visits Hard to Do?

- ✓ Usually, telehealth visits are simple.
- ✓ You often just click a link your provider sends and make sure your camera and microphone are turned on.
- ✓ Each telehealth system can be a little different, so ask for written step-by-step instructions.
- ✓ If you are new to telehealth, ask if you can have a practice call before your real visit. Also, ask for a phone number to call if you lose connection or have any problems.



5. Is My Health Information Safe?

- ✓ Your provider must protect your health information just like they do for in-person visits.
- ✓ The link you get from your provider should be secure (it will usually start with “https://”).



**Ways you can
keep your
visit private**



Join your telehealth visit from a private room where others can't overhear.



Do not use public Wi-Fi, like in a coffee shop or hotel.



You can ask your provider what steps they take to protect your information.

6. What If I Don't Like Telehealth?

- ✓ You don't have to use telehealth if you don't want to.
- ✓ If you try it and prefer to see your provider in person, tell them.
- ✓ You can choose in-person visits instead.



7. Will I Get a Copy of My Visit?

- ✓ Ask your provider how you can get a summary or report of your telehealth visit.
- ✓ Some telehealth systems let you download a transcript of the visit. Check with your provider.



Please take this quick survey to provide your feedback on this material and suggestions regarding what other telehealth educational materials should be developed for the intellectually or developmentally disabled community.

This resource was supported by the WITH Foundation.

Created by the Center for Connected Health Policy.

For more information please visit www.cchpca.org or email info@cchpca.org

