

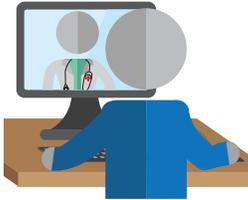


# A Doctor Visit from Home

With a phone or computer

## 1. What is telemedicine?

Telemedicine is a doctor's visit on a computer, smart phone, or tablet.



### What can a doctor do for me over the phone or computer?

- Diagnose your illness
- Order blood tests, x-rays, or other tests
- Order prescription drugs
- Help with mental health concerns
- Manage chronic condition and medication
- Help with drug or alcohol abuse

**If you have an emergency, call 9-1-1 or go to the emergency room**

## 2. Why use telemedicine?

- You can do it from home 24 hours a day, 7 days a week
- You can talk to specialists who don't live near you
- You can use it if you don't have insurance
- It's fast, easy, and costs less



### How much does it cost?

It usually costs less than in-person visits. If you have insurance ask your company:

- Is telemedicine covered?
- How much does each visit cost?

### Other ways to get care:

1. Call your clinic and ask if you can get a same day visit or talk with a doctor
2. If you have insurance, call your insurance company's 24-hour nurse hotline
3. Go to an urgent care clinic

### Need to talk to someone now?

Suicide Hotline:

1-800-273-8255

Substance Abuse Hotline:

1-800-662-4357

Domestic Violence Hotline:

1-800-799-7233

### Who can I talk to?

- Doctors
- Mental health and substance abuse professionals
- Specialists
- Nurses
- Midwives



**You may still need to go in-person** to see a doctor.

### 3. How do I use telemedicine?

#### How do I find it?

Call a clinic near you and ask if they do telemedicine, they may have their own website, system, or app.

#### Don't have a clinic near you?

Go to [www.uwhealth.org/go/careanywhere](http://www.uwhealth.org/go/careanywhere) to speak with a doctor online. It may cost up to \$49 without insurance.

#### Are you a veteran?

The V.A. has telehealth at [www.connectedcare.va.gov](http://www.connectedcare.va.gov)

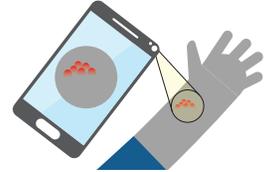
#### How do I use it?

In the app or on the website, you will be asked to:

- Pick the type of doctor you need. For example, a family doctor, specialist, or mental health doctor.
- Pick from a list of symptoms:
  - cough, cold or flu
  - rash
  - diarrhea
  - headache
  - other symptom: \_\_\_\_\_

#### What do I need?

- A smartphone, tablet, or computer with a camera and high speed internet access.
- A debit or credit card to pay for the visit.
- You may need to download an app or use a website.
- You may need to take a picture for the doctor to see.



#### Don't have Internet?

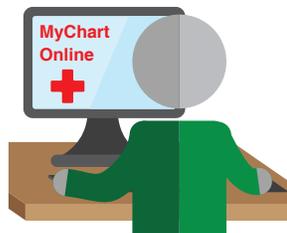
Call your doctor's office or an urgent care clinic near you.



### 4. Online Chart

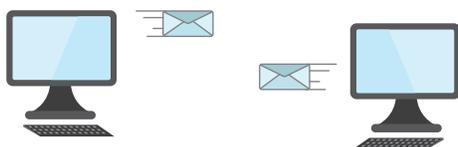
#### What can I do with my online chart?

- Ask for prescription drugs
- Get test results
- Make appointments
- Pay a bill
- Have an **e-visit** with your doctor



#### What is an e-visit?

An e-visit is a doctor visit by email during normal clinic hours. The doctor usually responds within 2 hours.



#### What is an online chart?

It's an Electronic Health Record. It has all of your health information in it.

Most doctors don't use paper charts anymore.

#### How can I find it?

Call your doctor's office or clinic, ask if they use an online chart, also called a patient portal.

Your information is protected in the online chart.