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 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

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:_____________

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.