

A patient's guide on what to expect at telehealth visits

What is telehealth?

Telehealth allows you to have a medical consultation when you and your doctor are in different locations. Essentially, telehealth connects the two of you using telecommunications, usually via phone calls or video conferencing over the internet

- If you're new to video conferencing, don't worry—your doctor or nurse will give you all the information you need to set up prior to your appointment, including the video link so you can log in to the telehealth platform using the device (laptop, desktop computer, tablet, or phone) most suitable for you

- Before your telehealth visit, your doctor might send you a link to a video tutorial on a self-assessment technique or other information to help you prepare for your consultation
- Make sure your doctor or nurse has your correct contact information, as they may call you by telephone if you become disconnected during the appointment



Telehealth visits can be just as effective as a face-to-face consultation

On the day of your telehealth visit

- Make sure your computer or device is plugged in, charged, and switched on
- Check that your internet connection is working and you can access the telehealth platform
- Close all other applications that might slow down your internet connection or be a distraction
- If you are unsure how to access the consultation on your device, ask a family member or friend to check that everything is set up correctly;

you might also want them to be with you during the consultation in case of technical problems

- Make sure you are in a quiet place with as little background noise as possible
- Have your medications ready to check that you are taking them as your doctor has prescribed
- Make sure you are ready with the questions that you want to ask your doctor or nurse

During the consultation

- For some appointments, you might be required to confirm your identity and give a brief verbal consent to ensure you understand and are happy to continue the consultation
- Much like an in-person consultation, your doctor will review your medical records and ask you questions to evaluate your condition; they might also discuss your treatment goals and options with you, as well as the outcomes of any self-assessments or questionnaires you have completed
- Your doctor may want to watch you moving or doing specific activities, in which case they might ask you to stand your device on a chair or shelf, so they can see you better; they might also ask you to take a picture and send it to them

- Your doctor may write a prescription, which is then sent directly to a pharmacy for home delivery, or for you to collect
- Your doctor may request for additional tests (eg, laboratory, radiology tests), which are sent directly to the test provider who will then follow up with you
- You will have the opportunity to ask questions and to talk about any concerns you have with your RA or your treatment
- If you do become disconnected from your doctor during the appointment, they may call you by telephone

Follow-up

- After your telehealth consultation, you should receive any resources that you talked about with your doctor.

This might be a list of exercises you can practice or a link to a website with more information