



American Heart Association®

Center for Telehealth™

How to Get Ready for a Telehealth Appointment

Here are some tips on how to prepare:



☐ Check your insurance coverage.

Ask your public or private health insurance provider beforehand to see whether a telehealth visit will be covered. Check with your public or private health insurance provider before your visit to confirm your telehealth visit is covered.



☐ Make sure you have the technology you need.

- You'll need a smartphone, tablet or computer with a webcam and a good internet connection. Your appointment may not require the use of a webcam.
- Make sure the device is fully charged or plugged in.
- If you haven't used video on the device before your appointment, test it to make sure the camera works well for the conversation.
- You may need to use a patient portal, mobile app or website link to connect with your doctor. Please make sure you have registered and have access to the patient portal, app, or link before your appointment so you can comfortably use the telehealth technology.



☐ Choose a quiet, comfortable, and well-lit location.

Make sure there's enough light for your doctor or other health care professional to clearly see your face and any physical issues you want to discuss.



☐ Check your audio.

- Using headphones or earbuds can help you hear better and give you privacy.
- Let your doctor know about your hearing aid needs. Those with hearing loss may use captions or visual aids during the appointment to improve understanding, if available. Additionally, Bluetooth-compatible hearing devices may be able to connect to audio for better sound.



☐ Prepare for your discussion.

- Make a list of questions you have in advance as a reminder.
- Please list all medications you are currently taking when requesting your appointment, and be sure to mention any new medications during the appointment.



☐ **Be ready to explain your symptoms and any health updates.**

- Consider recording your temperature and weight shortly before your appointment if a thermometer or scale is available.
- If you have a fever, what is your temperature and has it changed lately?
- Be ready to answer if you have taken any over-the-counter medication to reduce fever.
- If you have a blood pressure monitor, what is your latest reading?
- If you keep food, exercise or blood sugar (glucose) records, have them ready to share.



☐ **Have health devices with you.**

Have any medical devices your health care team has prescribed or recommended you use with you for the appointment. These might include blood pressure monitors or glucose meters.



☐ **Remember to make the most of your time together.**

- Ask about managing your risks for heart disease, stroke and kidney disease.
- Have a notebook handy to take notes about what your health care professional recommends. Don't hesitate to ask questions if anything is unclear to you.



☐ **Other topics you may want to address:**

- Changes in your medical status. These may include explaining symptom changes, or reviewing blood pressure or blood glucose (sugar) logs.
- Challenges or questions you may have.
- Your medications, when to take them and how to adjust them, if needed.
- Recent cholesterol numbers.
- Your meal plan and whether to adjust it.
- Actions you can take to be more physically active and manage your weight.
- How much sleep you get each night.
- Quitting smoking or vaping, if applicable.