The
Basics of Telehealth

Here's what you need to know to get quality, convenient medical treatment online.

What is telehealth?

Telehealth, sometimes called telemedicine, lets you receive health care via video chat, phone call, or messaging. While you will sometimes need to be seen by a doctor in person, telehealth gives you access to health care from the comfort of your own home.

- ▶ Telehealth lets your doctor treat you without an in-person appointment
- ▶ Telehealth appointments can be done over live video, the phone, and through other telecommunications
- ▶ Telehealth is safe and your privacy will be protected
- ▶ Telehealth may be covered by your insurance, Medicaid, or Medicare

How to book a telehealth appointment

There are several ways you can find a doctor that uses telehealth. We can help.

- ▶ Ask your current doctors whether they offer telehealth care
- ▶ Ask your current providers if they can recommend a doctor or medical practice that offers telehealth
- ▶ Check with your insurance provider about telehealth options
- ▶ Find a local health center that may offer telehealth services regardless of ability to pay at *findahealthcenter.hrsa.gov*

How to get started

A telehealth appointment is often as simple as a secure, private video chat.

- ▶ You may need a stable internet connection for video chats
- ▶ You may need a device with video capability, such as a computer, tablet, or smartphone
- ▶ You may be eligible for a discount on internet services through the *Lifeline program*
- ▶ Some doctors may agree to a phone call appointment or secure messages through a patient portal

Types of telehealth appointments

Some appointments require an in-person appointment, but there are many ways to get quality health care through telehealth:

- ▶ Follow-up appointments
- ▶ Appointments with your therapist or psychiatrist
- ▶ Appointments to have bloodwork or imaging tests ordered and to get the results
- ▶ Appointments to treat and manage chronic conditions

Health needs that can be managed with telehealth

Advancements in health care, technology, and remote patient monitoring mean more conditions can be managed through telehealth:

- ▶ Certain types of cancer care
- ▶ Diabetes
- ▶ Gender-affirming treatment
- ▶ High blood pressure
- ▶ HIV/AIDS
- ▶ Long COVID-19 symptoms
- ▶ Behavioral health
- ▶ Migraines
- ▶ Obesity
- ▶ Prenatal care and postpartum support
- ▶ Respiratory diseases, such as asthma and COPD
- ▶ Arthritis

Visit Telehealth.HHS.gov

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