



## *Helpful Tips for Your Telehealth Appointment*

### ***Before Your Appointment***

**Prepare for the conversation:** Make a list - write down two or three topics you want to discuss. This will help ensure you won't forget anything important and is especially vital when the visit is via phone or video-chat.

**Keep track of when your symptoms started and if they've changed.** A symptom diary may show clues to what's causing your condition. Keep a brief record of when symptoms occur, what seems to cause or worsen them, and what relieves them. Do this in a way that is easy for you – on your phone's notes app or on a sheet of paper for example.

**Make sure you have your medications at hand:** A Medical Assistant will review your medications with you and it works best when you have your medications in their original bottle or package in front of you. This will provide a correct list for your provider that is caring for you.

### ***Be Ready to Talk***

**Find a quiet place.** It can be hard to hear if there is a lot going on around you. Try to find a quiet place with good cell phone reception to receive your provider's call. If you're using Zoom, give it a try before your visit starts. That way, you can troubleshoot any problems and call the clinic if you are having trouble.

**Avoid phone tag.** Be ready to answer your phone or join the video chat at the appointment time.

### ***Helpful Equipment***

**A thermometer** will confirm whether you have a fever. If you're experiencing chills or body aches, check your temperature orally or with ear thermometer — or rectally, for babies who can't hold the thermometer in their mouths. Avoid forehead or armpit thermometers since they tend to be inaccurate. A fever is defined as 100.4 degrees Fahrenheit, or above.

**A home scale** is also helpful for some health conditions. For example, it can help us know if a condition like heart failure is causing you to retain fluid; you'll be able to help a provider identify that by measuring and recording your weight at the same time every day, and keeping a record.

**A blood pressure cuff** can help make sure any medicine you take for hypertension is working correctly. Your blood pressure goal depends on your age and medical conditions, so make sure you ask your provider what number you need to aim for.

**A glucometer** can help people with diabetes keep blood sugar levels under control. If you've been told to use one, track your values so you can discuss those with your provider during your tele-visit.

**Important note:** don't worry if you do not have these items at home – we can still have a useful visit and may be able to send you equipment before your next visit if it's needed.

## ***Technology Concerns***

**New to Zoom?** Our staff can help walk you through the process of joining a Zoom video-chat. For Auburn please call (530) 887-2810 or for Grass Valley call (530) 477-1727.

**Lacking a phone, computer or reliable internet service?** We may be able to help. Call the following staff members for information about local resources and programs. We can also provide a list of locations where you can access free WIFI from your vehicle in Placer and Nevada Counties. For Auburn please call Melissa at (530) 863-4689, for Grass Valley call Donna at (530) 477-9576, and American Indian patients can call Sami at (530) 863- 4682.

**Worried about privacy and security?** Chapa-De has put safeguards in place to protect you through Zoom. We use Zoom for Business and follow the security recommendations which include using virtual waiting rooms and private meeting IDs. The problems you may have heard about in the news were happening when people were using the non-business Zoom and not following the security recommendations.