

## Information for your first visit telehealth visit

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Telehealth uses a computer or phone to bring you and your health care provider together for an office visit. This handout explains what to expect and offers tips on how to prepare for a telehealth visit.



### **For questions or to cancel or change your visit**

Call 216-844-3951 if you have questions about your telehealth visit or if you need to reschedule or cancel. Our scheduling staff can help you during normal business hours, Monday through Friday.



### **For billing or insurance questions**

We suggest that you call your insurance company and ask if University Hospitals and the doctor you are seeing are in your network. You may also want to ask if they have a nurse case manager that can assist you.

For other insurance or billing questions, you can call one of our financial counselors. If your last name starts with A through M, call 216-286-3814. If your last name starts with N through Z, call 216-286-3809.

## **What to expect**

A telehealth visit may be a phone call or a video conference using a computer or smart phone. Often our staff calls you before, and on the day of your visit, to complete the check-in process, and ask questions about:

- Your health history – your current concerns plus any health problems you've had
- The medicines you take – include all of your prescriptions and over-the-counter medicines, vitamins, herbs and supplements. Include the dose, when you take them, why you take them and the name of the doctor who prescribed them.
- Past medical treatments and surgeries
- Your family medical history

## Paperwork and wait times



- If we send you a health history form, or a link to complete one online, please fill it out before your visit.
- You may have to wait a short amount of time, in a virtual waiting room, for your provider to start your telehealth visit.



**Plan on your telehealth visit lasting 15 to 20 minutes, maybe longer.** After the doctor sees you, they may order further testing and/or suggest you talk to or meet with other doctors or staff. Our staff may call you at a later time to do teaching, talk about your follow-up plan, answer questions and/or schedule appointments.

## Tips for a good telehealth visit

- Read any instructions your doctor's office sends - you may need to download an app to your phone or computer before your visit
- Make sure your phone or computer are fully charged and the sound is on
- Have an up-to-date list of list of your medicines
- Think about and write down any questions you want to ask
- Find a quiet and comfortable place to sit, such as a table or desk
- Have a pen and paper ready for writing down important information that is shared during your visit



## What else should I know?

Not all patients seen at the UH Seidman Cancer Center have cancer. Some patients have blood problems that are not cancer, such as anemia or Sickle Cell Disease. Doctors who treat these blood problems are called Hematologists. Doctors who treat cancer are called Oncologists.



Before or after your visit, our health librarian can provide information for you or your family about a range of topics such as health conditions, treatment and nutrition. Information can be emailed to you.

To learn more, call 216-286-4636 or email [cancerinfo@uhhospitals.org](mailto:cancerinfo@uhhospitals.org)

## **We are here to help. Please let our staff know:**

- What language you prefer to use for talking about your health care.
- If you and/or the person you have chosen as your health care decision maker needs an interpreter or translator. If you need this service, please tell us **before** your visit.
- If you need help filling out any forms.
- If you have a hearing, speech, visual and/or mobility impairment that requires an aid, service or extra help.
- If you need help to understand your health care information.
- If you have any other needs that need help or that are not being met.

If you are unable to make your own health care decisions, then the person you have chosen as your health care decision maker should tell us if they have any of the needs listed above.

## **Before your visit ends, make sure:**



- all your questions have been answered
- you know why any new medicines were prescribed
- you know your follow-up plan and when your next visit is
- you know what number to call if you have questions or concerns