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Preparing for Your Upcoming Telehealth Visit

Dear Patient:

Below is a check-list to help you prepare for your telehealth visit appointment. We hope to answer your questions and address any concerns.

What is a Telehealth Visit?

Telehealth technology connects patients with medical professionals in real time by phone or online. Medical professionals can now evaluate, diagnose and treat patients using technology like video conferencing and smartphones. During a telehealth visit, your provider discusses your symptoms and develops a treatment plan. It is important to note that telehealth is used for non-emergency health situations.

Please be aware that there are limitations to a telehealth visit – the provider cannot touch your body or listen to your heart or lungs. However, you will be able to adequately describe many symptoms and communicate with your provider to help them decide if you need to be seen in-person.

Finally, you may want to know if your insurance will cover a telehealth visit. This depends on your insurance. While Medicare and Medicaid have expanded the coverage for telehealth visits, private insurers vary on this benefit.

Preparing for your Telehealth Visit

**Before your visit:**

- Choose a private, well-lit, and quiet place for your visit. Make sure you have a comfortable place to sit for the visit and that your camera provides a clear view of you for the provider.
- Get your documents ready:
  - Make a list of
    - Chronic conditions
    - prescriptions, over-the-counter medications and supplements you're currently taking
    - Your pharmacy phone number and address
    - The name of your primary doctor's and any specialists whom you're currently seeing
    - Insurance card (primary and secondary as applicable) information
- If possible, measure and record your vital signs approximately one hour in advance of your visit. These may include your height, weight, temperature, pulse, blood oxygen level, and blood pressure.
- If you have high blood pressure and check your blood pressure at home, have a list of your recent pressures available

- If you are seeing your doctor because you don't feel well, make a list of your current symptoms, when they started and how severe they are.
- Have paper and a pen ready for taking notes during the call.
- Are others in your home ill? If so, for how long?
- Have you been tested for COVID-19? If so, what were the results?

**Check your technology:**

- Are you going to use your phone, tablet or computer for the visit?
- Is the device fully charged or plugged in?
- Do you have a reliable internet connection?
- Does your provider use an app for telehealth visits? If so, download it in advance.

**During your telehealth visit:**

- Close any open applications on your device.
- Avoid streaming (such as music or TV shows) or, if possible, using other WiFi dependent devices.
- Talk clearly and make sure that the provider can hear you. Make sure they can see you through your camera.
- Provide identifying information about yourself or your care giver/family member.
- Clearly present your symptoms.
- Answer the provider's questions as clearly as possible.
- Make notes of the provider's recommendations and ask questions if something is unclear.

**How we respect your privacy:**

- During your telehealth visit, you will not be asked to disrobe (get undressed) at any time. Due to privacy concerns, we are unable to provide examinations of sensitive areas that would require removal of undergarments via a telehealth visit. If an examination of a sensitive area is required, we will:
  - schedule you for an in person visit with a provider to allow for a chaperone to be present
  - provide a chaperone for your telehealth visit if examination of a sensitive nature is considered unavoidable. Only the area pertinent to the concern should be exposed.

We hope this checklist was helpful in preparing for your visit and we look forward to seeing you soon! Thank you.

Sincerely yours,

NEPHROLOGY ASSOCIATES OF SYRACUSE