

Beginners' Guide to Telehealth

What is Telehealth?

Telehealth allows us to connect anywhere with secure and convenient appointments that save you time and hassle. There's no need to deal with traffic when you can schedule and attend your appointments directly from a laptop or mobile device.

(definition: simplepractice.com)



Telehealth & Privacy

Telehealth visits are private and confidential. Each provider uses a connection that is "encrypted" or scrambled so that no one has access to your meeting, camera or microphone besides you and your doctor.

Tips for a Successful Telehealth Visit

- Treat it as a "real" visit - write down important information like symptoms, medications and questions
- Make sure you have a good internet connection & restart your device before the visit
- Test your camera and microphone before your visit, or in the virtual waiting room
- Make sure the room is quiet and well-lit
- Start early - 15 minutes or more
- Ensure your device is charged
- Leave time to ask for help! It helps to have a plan including who to call around the time of your appointment, if you need help getting set up.
- Wear loose-fitting clothes
- Have the email, text message or app ready that your clinician uses for virtual visits

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What is a PHR?

PHR stands for “personal health record.” This refers to a record controlled by the [patient] and may include health information from a variety of sources, including multiple health care providers and the patients themselves. The PHR is separate from, and does not replace the legal record of any health care provider. This differs from an **EHR (electronic health record)** in that EHRs are [generally] accessed and controlled by the healthcare provider, as opposed to the patient.

(definition: healthit.gov)

PHRs can be accessed via a computer web browser (ex: Google Chrome, FireFox, Microsoft Edge) or downloaded from your smartphone's or tablet's app store (ex: App Store, Play Store). You usually create an account with your email address and personal information verification.

Examples of PHRs

FollowMyHealth (UH)

The screenshot shows the FollowMyHealth web interface. At the top, there is a navigation bar with 'Home', 'Inbox (1)', 'My Health', and 'My Info'. The main content area is divided into several sections:

- Health Summary:** Displays a user profile icon, age (45), and gender (Unspecified).
- Action Center:** Lists several alerts: 'You have 1 unread email in your mailbox.', 'You have not connected to any healthcare providers!', 'You haven't set your address in your contact information.', and 'You haven't validated your cellphone number.'
- Appointments:** Shows a search bar and a message: 'You have no upcoming appointments.'
- Recent Activity:** Shows a notification: 'You Joined FollowMyHealth™. 46 minutes ago.'

MyChart (Cleveland Clinic)

The image shows two screenshots of the MyChart mobile app. The left screenshot is the login screen, featuring the MyChart logo (Powered by MultiCare), fields for 'MyChart ID' and 'Password', a 'LOG IN' button, and a 'Use Fingerprint' option. The right screenshot is the home dashboard, displaying a notification 'You have 4 health reminders.' and a grid of icons for 'Test Results', 'Messages', 'Appointments', 'Medications', 'Health Reminders', 'Health Summary', 'Billing', and 'Questionnaires'.