

Preparing for Your Telemedicine Appointment

What is telemedicine?

Telemedicine, also known as telehealth, is having a virtual appointment with your doctor when you cannot be in the same place at the same time. So instead of going into your doctor's office, you "meet" them on the phone or during a video chat.

A telemedicine appointment is similar to an in-person appointment, where you review your current symptoms and talk through a treatment plan with your doctor based on their evaluation.

If you have never had a telemedicine appointment with your doctor, here are a few simple suggestions to help you prepare:

- ✓ Confirm with your insurance provider that telemedicine visits are covered under your insurance plan
- ✓ Be sure to review instructions from your doctor's office beforehand so you understand how to use their digital technology
 - Download any necessary applications
- ✓ Have a smartphone, tablet or computer with a camera available
 - Ensure you have full battery or connect to a charger
 - Close all other applications to help with internet performance
- ✓ Write down any questions or concerns you may have beforehand
- ✓ Have any documentation ready, like your insurance card

- ✓ Call into your appointment from a quiet, well-lit room with a reliable internet connection
- ✓ Position your device so it's stabilized throughout the call

What to Expect During Your Telemedicine Appointment for Thyroid Eye Disease (TED):

While there are many elements to a complete eye exam for Thyroid Eye Disease (TED), you may be able to have some of your appointments using telemedicine. Ask your TED Specialist if certain appointments could be done this way. If so, here is what you can expect during your telemedicine appointment for TED:

- Your doctor will be able to check how well you can see the details of a letter and/or symbol by showing you a visual card or having you print the card ahead of time
- Your color vision can be tested by your doctor holding up a book or showing you a digital application by holding up a tablet or other device
- Your doctor may check the alignment of your eyes by having your face close to the camera on your device while using your fingers to lift your eyebrows and eyelids so they can see your eyes while gazing down
- Your doctor may also have you look up and then down to check your eyelid movement

There are other tests, such as measuring eye bulging, that must be done in-person at your doctor's office. Ask your doctor if you will need to come into his or her office for your next appointment.

