

MAKING THE MOST OF YOUR TELEMEDICINE CONSULTATION

Due to social distancing measures in hospitals and health clinics phone consultations / telemedicine options are now being offered in place of out-patient appointments. For some, a physical appointment may be the preferred option but a remote appointment can work well if you have time to prepare in advance.

Here are some tips to consider:

- In advance of the call make a list of any changes to your health since your last appointment. Prepare a list of questions you would like to ask.
- Consider asking a family member to be at hand to take notes so you can focus on the conversation with your health professional.
- Have a pen and paper nearby.
- Try to keep your phone or iPad / Tablet charged.
- If your battery is low when the call comes in, let the caller know. Perhaps they can call back to another phone available to you.
- If possible, take the call wherever you have the best phone reception.
- Have a list to hand of all medications you are currently taking including frequency and dosage.
- If you need a prescription renewed be sure to let your healthcare provider know.
- If you or your family care giver are advised by your healthcare professional to remain at home as a precaution due to the COVID-19 pandemic and you need a letter for your / their employer ask your neurologist for a letter.
- If you feel you have new or worsening symptoms such as weight loss or increased anxiety etc. it is important to let a member of your healthcare team know.
- Ask for advice on what you can do to keep as well as possible: maintaining weight, keeping active, managing stress etc.
- Ask if your next appointment is being scheduled or when you can expect another call from the clinic.
- At the end of your call keep any notes you have made in a safe place so you can easily find them for follow-up.