



It's easy to use telehealth for your healthcare visit.

Here are some ways to make the most of your phone or video doctor appointment:

1. Prepare

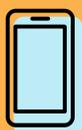
- Reason for the visit:
Are you reviewing lab work?
Discussing your mental health and wellness? Other reasons?
- Upload applications or links to your phone/computer before your visit. Give this information to others who will be joining.
- Know the provider's name, office address, and phone number.
- Be aware of scams. Know how and when the provider will reach you. Let your provider know if you get a suspicious call or email about your telehealth visit.
- Have your member ID card, pharmacy location, and medications available.
- Let your provider know any language needs (need an interpreter, ASL, or auditory devices).
- Let the provider know where you are located and if you will have family members or other advocates join.

2. Starting the visit

- Start on time. The appointment may start late because the provider is running late, or the technology is not working, but always be ready to start on time.
- If you are not in a private place for your telehealth visit, let your provider know. You may be able to email, chat, or text through your provider's patient portal.
- Do not use public Wi-Fi for the exchange of information.
- Let your provider know your cultural needs (like foods that you do not eat, ceremonies that you practice, or herbs and supplements that you take).

3. Ending the visit

- Make sure you understand the provider's instructions. Don't be afraid to ask questions.
- Get follow-up information in your preferred language.
- Know your next steps. When is your next visit? Do you need to get lab work done? Do you need a prescription?



Don't have a phone? Apply for a free Safelink phone.

Contract services are funded under contract with the State of Arizona.

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