# Telehealth Basics

## What is telehealth?



Telehealth is a service that uses technology to help you visit with your health care provider. It allows you to access health care without an in-person visit. Telehealth is sometimes called telemedicine.

Telehealth lets your health care provider treat you online via video chat, phone call, or messaging. These visits can use internet or cellular data. Telehealth is safe and your privacy is protected.

Telehealth services may be covered by your insurance, Medicaid or Medicare.

Telehealth is not a perfect fit for everyone or every medical condition. Check with your health care provider to see if a telehealth visit is right for your health needs.

## What are the benefits of telehealth?



- Allows you to get health care wherever you are located - home, work or car
- Can shorten the wait for an appointment
- Cuts down on travel, time off from work or the need for childcare
- Increases access to specialists who are located far away from where you live
- Limits physical contact and reduces exposure to illnesses such as COVID-19

## What types of care can I get using telehealth?







Check with your provider to see what services you may be able to get from home.

Some health care appointments may be easier to attend via telehealth.
Some examples are:

- Certain cancer management
- Follow-up appointments
- Gender-affirming treatment
- Lab test results or x-ray results
- Mental health online treatment and follow-up
  - Counseling
  - Medication management
  - Online therapy
- Nutrition counseling
- Prescriptions for medicines
- Remote patient monitoring (diabetes, high blood pressure, etc.)
- Some physical therapy and occupational therapy
- Urgent care issues such as:
  - Back Pain
  - Colds
  - Coughs
  - Migraines
  - Rashes
  - Sinus infections
  - Stomach aches
  - Urinary tract infections

## How do I get started?

- Ask your health care provider:
  - Do you offer telehealth?
  - Is telehealth a good choice for my visit?
  - How do I schedule it?
  - What technology will I need?
- Check with your insurance provider to see if telehealth is an option with your insurance plan.
- You may need a stable internet connection.
- You may need a device with video capability such as a computer, tablet, or smartphone.
- Some providers may allow a phone call appointment or secure messages through a patient portal.

**Figuring out telehealth can be challenging. These resources can help with the process.**

## Get help with internet access and internet connected devices

Telehealth visits may use the internet. Internet connected devices help connect you to your health care provider.

There are several programs that can help you get internet service if you do not have internet access.

Lifeline is a federal program that lowers the monthly cost of phone, internet, or bundled services.

www.lifelinesupport.org/

## Get help with health insurance

Well Badger can help connect you with health insurance options that fit your needs.

wellbadger.org/s/get-help

## Get help finding a health care provider

Connect with a Certified Resource Specialist Monday - Friday from 7:00 a.m. to 6:00 p.m.

wellbadger.org/s/article/How-to-Find-a-Primary

## Find telehealth services in the Well Badger Directory

Type "telehealth" in Well Badger's search bar to find telehealth services.

wellbadger.org 


**Have telehealth questions or concerns? Contact Well Badger today!**

Call: 1-800-642-7837 | Text: "WB" to 608-360-9328 | Email: help@wellbadger.org