

Preparing for your Telehealth Visit

A telehealth visit allows you and your provider to share information without going to the clinic. You can discuss your diagnosis, treatment and prescriptions, as well as any other health-related concerns or questions you may have.

To get the most out of your visit, it is important you are prepared.
Use the checklist provided below.

BEFORE YOUR VISIT

- Make sure you have Wi-Fi available. If not, a nearby public library or restaurant may have free Wi-Fi that you can use.
- Upload any relevant data from your devices (i.e. insulin pump, CGM, etc.) and submit it via the portal.
- Write down all of your questions.
- Make sure you have signed the consent form (either in-person or online).

WHAT YOU WILL NEED

- Laptop, iPad or cell phone with camera
- Any prescription medication you are taking (or a list of your current prescriptions)
- If possible, check your weight and blood sugar before your scheduled appointment time.
- Have your meter and logbooks within reach.

DURING THE VISIT

- Check your email 15-30 minutes before your scheduled appointment time for the link to join your telehealth visit.
- The patient must be on the call. All caregivers are welcome to join.
- Be in a well-lit room. Avoid any windows or lighting behind you.
- Stay in a quiet area without distractions (no TV noise, moving vehicles, etc.)
- Make sure your camera is on and facing you.

GETTING HELP

- Contact our clinic if you have not received your link to join 30 minutes before your scheduled appointment time.
- Contact our clinic if you are having trouble logging on.

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Le Bonheur
Methodist Healthcare Family Children's Hospital