

Telehealth Medical Visits, Therapy and Support Groups: What to expect?

In the era of COVID-19 we have all been experiencing some changes in how we get medical care, therapy and support from our friends, family and communities. Although there is nothing that can replace human contact, telehealth CAN be another way to stay connected, get support AND get medical care despite physical distance.



BENEFITS:

Medical assessment, therapy and social support from the comfort of your own home.

Reduce time and money spent:

- to travel to office, gas etc
- Often telehealth has lower co-pays or cost

HD person may be able to more actively participate as they aren't tired from travel, can hear better, stay more focused, and are in a comfortable environment (i.e. home!).



How to Join/What to expect

Medical Appointments

- ✓ Each health system will use their branded and privacy protected system. For UC Davis Health we use MyChart application.
- ✓ The application is downloaded to a Smartphone or Tablet and accessed via log in and password.
- ✓ At the time of the visit, log in and start video visit. Your device will access the video and microphone.
- ✓ Your doctor will log in after you have.
- ✓ Video Appointments can be very effective. Many physical exams can be adapted to be conducted at home so the doctor can monitor changes, improvements or progression.
- ✓ It may be best to have another person present during the visit so they can hold the device if you are asked to perform an assessment task.

Support: Therapy or Support Groups

Each therapist/support group will be run through their preferred video platform (Zoom, WebEx, Skype, Facetime, etc.)

- ✓ Support will be conducted similar to in-person meetings as far as opportunities to share and discuss what is on your mind.
- ✓ Video does allow one to see and feel the emotions of others, which helps with emotional connection and validation.
- ✓ Participants find that the support received via video is just as beneficial as the support in-person.
- ✓ There can be technology glitches (slow connections, paused/frozen screens, sound cutting in and out, however many times these can be resolved with small fixes. (See next page)

VIDEO Etiquette (Things to consider)



All participants are encouraged to activate their video as that allows others to see your facial expressions and better connect with you and understand what you are expressing.



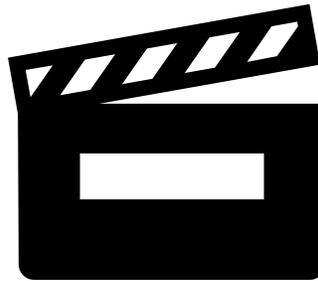
Be open to new technology! We can help walk you through how to get connected, turn on video, etc.



In group meetings everybody should have an opportunity to speak without interruption. Hosts attempt to manage/limit overtalking or side conversations but, if you are having trouble saying what you wish, signal the facilitator with raising your hand via video



Be aware of your background noise. Please MUTE yourself when you are not talking so others can hear.



For security issues, please do NOT post video links to social media. This helps limit "video bombers" that just want to interrupt meetings.



If in a support group meeting -- what is said in group stays in the group. Please do NOT share any information that is not your own outside of the group. We all want to be responsible for the privacy and confidentiality of each other.



Please be willing to actively participate if you join video meetings when appropriate.



All professional health care providers are mandated reporters, while most everything is kept confidential any expressed concerns regarding suicidal thoughts/plans/attempts, danger to others, and/or abuse/neglect we do have to report.



Please do NOT take photos, screen shots, video, or recordings of telehealth meetings (including support groups) as we need to all protect the privacy of each other.

For more information

[HDSA.org](https://www.hdsa.org)

[HDSA Center of Excellence @ UC Davis](#) [Help4HD](#)

[AARP Caregiving](#)

[Contact your Medical Provider](#)