

Digital Telehealth Advocacy Tips

Patient Tips – How to get the most from digital telehealth visits:ⁱ

- It is not all about numbers, relationships with team members is essential with the change in delivery of care
- 1 discipline cannot be “all things”
- Come prepared: virtually or in person
- Don’t be afraid to ask to see a different member of the team based on your immediate needs
- Complete all forms/surveys: clinics use this to improve their care
- Make sure your contact information is up to date
- Log on early for virtual visits
- Check for confirmation of downloads ahead of appointment
- Discuss or think about possible dose changes prior to all visits
- Have current doses ready
- Have pharmacy information ready if prescriptions are needed
- Speak with your diabetes team about recommendations for trusted social media resources and organizations to connect with other people within T1D the community

Policy Tips – What policy changes are needed to ensure the long-term viability and success of digital telehealth:

- Continue coverage for broad range of telehealth services
 - don’t limit the number of visits
 - don’t limit the type of care
- Provide fair reimbursement for virtual visits
- Continue to broadly define telehealth services to include audio only for those who don’t have computer or smartphone access
- Support efforts to increase high-speed internet in rural communities
- Ease restrictions on sites of care and state licensing
- Amend standards of care/policy language to accept telehealth

ⁱ Courtesy of Markham Stouffville Hospital, Ontario Canada