

Telemedicine 101



Telemedicine (or virtual health care) appointments are a great way for you to stay on top of your relapsing MS treatment when it's hard to meet in person. If your doctor is offering online appointments, you may be wondering what to expect and how to prepare, but no need to worry, we've got your back with this helpful guide!

Here are some tips to help you get the most out of your call.

Before Your Appointment



Get ready for your talk:

- Make sure that your doctor has all the documents they may need and your most up-to-date information.
- Write down any questions, concerns, or changes in symptoms.



Check your tech:

- Make sure you have a good internet connection.
- Test your camera, microphone, and speaker.
- Download the app or program your doctor uses and test it out.



Get set up:

- Find a quiet space where you have minimal distractions.
- Check your lighting. Ensure that you have a light directly above or in front of you.

During Your Appointment

Your doctor may want to do some physical assessments, including looking at your:

- Eyes
- Balance
- Reflexes
- Walking in a straight line
- Temperature sensation
- Extremities (like hands or feet)

Here are a couple of things that may help with their assessments:



Camera

Your doctor may ask to see you. For a full view, prop up your camera or have someone hold it for you.



Ice cubes

Your doctor may ask you to touch ice cubes and explain the feeling.



Flashlight

Your doctor may want you to shine light in your eyes so they can check your pupils.

Before you sign off, ask your doctor:

- How can you get a copy of your visit summary?
- How can you get in touch with them if you have follow-up questions?
- Do you need to have any scans or lab work done? Are there any precautions you should take when going to medical facilities to have them done?



Tip: Virtual and in-person appointments have the same overall goal—making sure you get the care you need. Feel free to bring up any questions or concerns that you have. Your doctor wants to help! There's some space on the next page to take notes during your call.

