

COVID-19

Telehealth Visit Checklist

Important Topics to Cover During Your Monthly Clinic Visit Through Telehealth

As a dialysis patient, it is important every month to have a medical visit with your kidney doctor to assure that all your needs as a dialysis patient are met and you're managing your health.

If you dialyze in-center, your kidney doctor might see you in the facility at your chairside. If you dialyze at home, you may visit a home dialysis center to see your care team. However, during the COVID-19 pandemic it is important to minimize person-to-person contact. For this reason, the Centers for Medicare and Medicaid Services (CMS) have authorized virtual telehealth services for your monthly visit to minimize the risk of exposure to the coronavirus.



To Prepare for your Telehealth Visit – Don't Forget!

- Make sure that you can hear your provider well through the virtual connection and that he or she can also hear you through the phone or computer.
- During your visit, talk to your doctor about how you are generally feeling with your treatment plan.
- Discuss your recent lab results with your doctor, ask questions as needed.
 - Labs may include hemoglobin, phosphorus, potassium, albumin, PTH, and many others!
- Review your current medication list, ask for a prescription refill if running low on your medication supplies or if you are out of any medication (this may include your phosphorus binders).
 - When possible, have medicines delivered to your home and keep an available supply on hand in case of an emergency.
- Discuss your fluid weight gains and blood pressure levels.
- If you have diabetes, discuss your blood sugar and/or HbA1c results.
- Let your doctor know of any changes in appetite or bowel movements.
- If you have had any issues with your vascular access or are experiencing discomfort, it's important to discuss this with your doctor.
- If you have any challenges with your diet, finances, are feeling sad or need social support, share this information with your kidney care doctor. He or she can connect you with someone who can assist you in those areas.



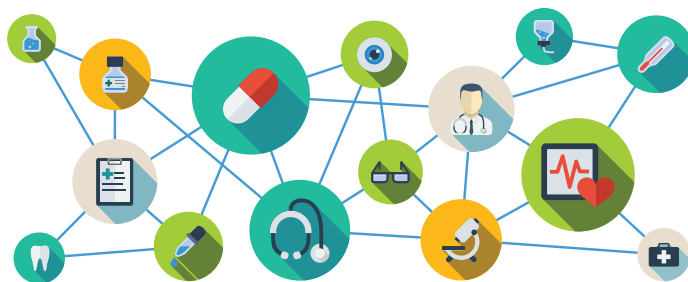
To Prepare for your Telehealth Visit – Don't Forget! (Continued)

- During this visit, you may discuss alternative treatment options (for example, home hemodialysis, peritoneal dialysis, or transplant).
- Ask for referrals if you need to see other providers (for example, for your vascular access, kidney transplant evaluation, and other specialists).
- If you are already working with a transplant center, you may discuss the status of your evaluation work-up progress.
- If you have general questions about the COVID-19 pandemic, your doctor can help you understand more about the disease, risks, and how to protect yourself as a dialysis patient.
- If you are experiencing COVID-19 symptoms (like fever, coughing, or shortness of breath) or have been in contact with a person that has tested positive to COVID-19, discuss with your doctor immediately.
- Other infections that are not caused by the coronavirus might cause the same symptoms, discuss with your doctor any symptoms that are out of the ordinary!
-
-
-

If you are unsure on how to have a visit with your kidney doctor through telehealth, ask your facility manager or social worker for educational resources and assistance with setting up your telehealth visit.

Reminder: Do you have medical appointments scheduled during the upcoming next 3 months?

During the time of the COVID-19 pandemic, it's advised that you use virtual telehealth when possible to connect with your healthcare providers to avoid person-to-person contact. You can also set up these appointments in advance to have them scheduled for the remainder of the year. **Call your kidney care doctor's office and explore if this is an option for you!**



To file a grievance, please contact us:
IPRO End-Stage Renal Disease Network of the Ohio River Valley
3201 Enterprise Parkway, Suite 210, Beachwood, OH 44122
Patient Toll-Free: (844) 819-3010 • Main: (216) 593-0001 • Fax: (216) 593-0101
E-mail: esrdnetwork9@ipro.us • Web: –

Developed by IPRO ESRD Network of the Ohio River Valley while under contract with Centers for Medicare & Medicaid Services. Contract HHSM-500-2016-00009C
06/18/20 Version 1