

Telehealth is here to stay. Here's why.



Telemedicine, also called telehealth, is the use of electronic methods to connect a patient and provider virtually. There are many benefits to using telehealth: it can allow you to see providers who may not be located nearby, and may result in care that is better quality, safer and less expensive. Patients and family members are often extremely satisfied with the care they receive via telehealth.

How Telehealth Can Help You

Lowers your risk of getting sick or injured

- Telehealth visits take place while you remain secure in your home socially distant
- Less exposure to other people who maybe sick with a virus, or germ you could get.
- Decreases the risk of slips and falls traveling to and from locations

Avoids transportation issues, which is especially important if you do not have a reliable transportation or live far away from your doctor

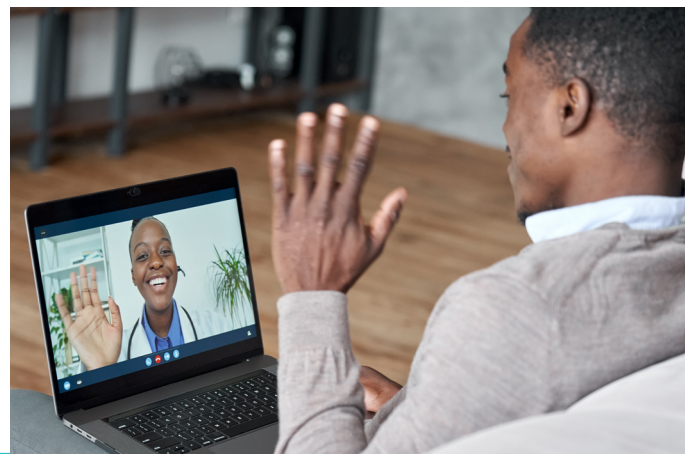
- Saves traveling time and time spent in traffic
- Saves money on gas, parking, or fares for public transportation or taxis
- Eliminates the need to coordinate schedules for transportation
- Eliminates the need to travel in bad weather
- Improves safety for patients with limited mobility

Reduces time spent waiting

- Increases the amount of time you have available to spend with family and friends
- Gives you more time for activities like hobbies or work

How to Successfully Use Telehealth

- Ask questions of the staff and spend some time learning how the visit is done before your first call.
- Ask for written instructions.
- Practice using the technology and ask for a “trial call.”
- Review and use a checklist to be prepared for the visit (see our [Network Program Patient Telehealth Checklist](#)).
- If you can, have a friend or family member who is comfortable with technology help you on the day of your telehealth visit to troubleshoot problems and help with the visit.
- Talk over any concerns with your provider’s office.
- If you would like to have a one-on-one call with a team member, request the meeting on your team call.



To file a grievance, please contact us: IPRO End-Stage Renal Disease Network Program

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