

One Stop for Telemedicine

General Guidance



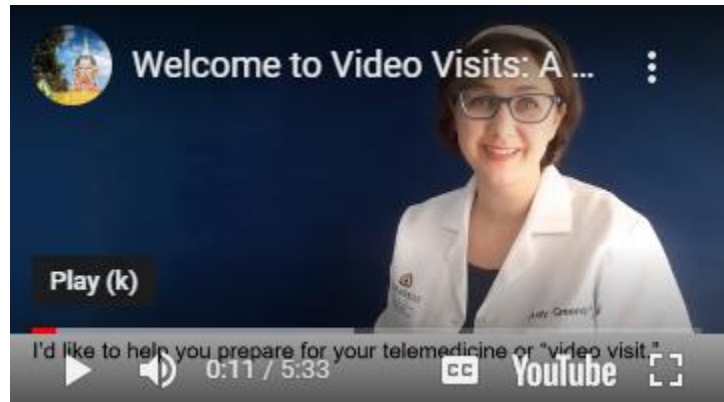
Telemedicine, also called telehealth or video visit, makes it possible for patients to meet in real time with a health care provider through a computer, smartphone, or tablet. In some cases, a traditional telephone call can be an option for those without these devices.

Virtual connections are secure and HIPPA compliant. Professional world language or sign language interpreters are available to join a video

visit or phone visit.

Watch: A Guide for Patients

- What is the reason for your visit?
- What items do you want addressed during your visit?
- Follow your provider's instructions for virtual visit set up in advance
- Collect information in advance, such as: weight, temperature, heart rate, and blood pressure
- Update your list of medications, vitamins, and supplements
- Select a quiet, private space with good lighting for your visit. Charge the device and make sure the camera is set up at eye level



Hopkins Telemedicine Support Line at [\(667\) 208-6100](tel:667-208-6100).

If you are seeing a Johns Hopkins provider, have your [MyChart](#) account accessible. Call your provider's office to get set up. If you are having trouble preparing for your visit, call the Johns



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Johns Hopkins-specific Guidance



Browse Johns Hopkins Medicine Telemedicine Online

[hopkinsmedicine.org/telemedicine/](https://www.hopkinsmedicine.org/telemedicine/)

- How to find a remote appointment for new and current patients
- Learn more about the benefits of telemedicine
- Watch a video on the Exceptional Virtual Care offered by Johns Hopkins



Visit Instructions: Follow the links below to prepare for each type of visit

Video Visit: <https://www.hopkinsmedicine.org/telemedicine/info.html#video>

Telephone Visit: <https://www.hopkinsmedicine.org/telemedicine/info.html#telephone>

Video & Telephone in Spanish:

<https://www.hopkinsmedicine.org/telemedicine/espanol-instrucciones.html>

A best practice is to review and follow the instructions up to seven days in advance of your appointment

Your Experience Matters: Virtual Advisors

Johns Hopkins Medicine Virtual Advisors is a group of individuals who share their insights about the care experience. One or two times each month, Virtual Advisors receive a link to short, interactive and confidential surveys.

www.hopkinsmedicinevirtualadvisors.org

