

Know Your Rights

Telehealth during COVID-19

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This guide will help explain your rights to make appointments with your medical providers without going into their office. Appointments with providers by phone or by computer are called telehealth. People with disabilities should have equal access to telehealth. This access includes asking for support or modifications from providers so that they can accommodate their patients with disabilities.

What is Telehealth?

- » Most of us are used to seeing our doctor, dentist, therapist, or other medical provider by going into their office. With COVID-19, many offices are closed or are limiting how many patients can come in at once. You might also be worried about being in public places around other people. This is why you may want to make appointments using your phone, tablet, or computer. This is called telehealth or telemedicine.
- » Telehealth is a way we get to see our health care providers through the phone or internet instead of in person to help stop the spread of the COVID-19 virus. You can also “visit” your providers by emailing them.

Telehealth Rights

There are also rights that you keep even though you are seeing your provider through the phone or computer including:

- » You have the same right to [ask your provider for a telehealth](#) as others.
- » You have the [right to privacy](#).
- » You have a right to have an advocate with you during the appointment.
- » You have a right to an interpreter.
- » You have a right to ask your provider to modify their existing policies to reasonably accommodate your disability.

Telehealth Tips

Here are a few tips to consider before you make your first telehealth appointment to make sure it goes smoothly:

- » Make sure you have a computer or device that is connected to the internet.
- » Ask your provider what telehealth software program or website they use for appointments. They will send you information about the program they are using and how to use it.
- » You may need to download the software application or learn more the program.
- » You can also attend doctors' visits by phone.
- » If you are deaf or hard of hearing and use relay to make phone calls, dial 711 for free telecommunications relay services.

If you have concerns about these rights, please call DRO for help at 503-243-2081 and ask to schedule an intake appointment.

