

Telemedicine and virtual consultations

Thanks to technology, it is possible to get support from doctors and other healthcare professionals without having to leave home. In fact, it is likely that you have already made use of telemedicine services, such as a virtual consultation.

In any case, it is important to better understand what can be done with regard to this type of service and what precautions you need to take to ensure adequate assistance.



What is telemedicine?

Telemedicine is the name given to the practice that involves the use of communication and technology resources to provide healthcare services remotely. This involves everything from clarifying questions to monitoring patients. Consultations between doctors via video call to discuss health-related cases can also be included in the field of telemedicine.



Are telemedicine and virtual consultations the same thing?

In practice, virtual consultations are one of the resources of telemedicine. Also called teleconsultations, they allow doctors and patients to contact each other remotely (usually via videoconference) in order to carry out the necessary service.

What are the advantages of remote assistance?

Among the main advantages of a virtual consultation, we could mention expanding access to care as well as reducing costs for both doctor and patient, which includes the time needed to commute.



When may a virtual consultation be feasible?

A virtual consultation cannot replace in-person assistance in all cases. It is not recommended, for example, when the patient needs a physical assessment or when he/she has difficulty handling digital devices.



How to prepare for a virtual consultation?

Patients undergoing a virtual consultation for the first time should consider the limitations of such an option. Furthermore, it is essential that you check the stability of the internet and make sure you can be at a quiet place at the time of your consultation.



Don't forget to also check what services your plan offers, as this may vary depending on the coverage and regulation by the ANS - National Agency of Supplementary Health.

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