



## DeafBlind

### After the Appointment: Making the Most of a Successful Telehealth Experience

There are a few things you can do after your telehealth appointment to maintain a good relationship and communication with your health provider.

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#### Sign up for your health care provider's patient portal to access your chart and to schedule future appointments.

- Check to make sure you have an active patient portal account.
  - If not, download patient portal and setup an account.
- [Here are tips for navigating the patient portal for DeafBlind patients.](#)

#### How to get results or a summary of the telehealth visit.

- Information that you can get through the patient portal:
  - Provider or appointment notes.
  - Lab results.
  - Schedule appointments.
  - View future appointments and locations.
  - Send private messages to provider or nurse.
  - Contact provider's office to request summary or notes of the appointment.
- Information you can get from your provider through email or mail
  - Summary or notes of the appointment in large print. Make sure to specify font size and style.
  - Materials or educational videos

#### How to give providers feedback related to the appointment.

- Call the provider's office to provide feedback.
- Send an email or a letter in the mail.
- The provider's website might have a place to give feedback.
- Fill out a survey if the provider requests it.

*To learn more about your rights during telehealth appointments, and how to advocate for your communication access, please contact the [NC DSDHH Regional Center](#) near you.*



This document was developed through a collaborative process involving the National Consortium of Telehealth Resource Centers.

