Making Medication Labels Easily Accessible for Telehealth Appointments

When meeting in-person with a provider you can bring your medications, and the provider can read the labels themselves. For telehealth appointments, you may need to tell the provider the medications you are taking.

There are accessible options for reading medication labels by using Braille, large print, and other accommodations.

Pharmacy

Ask your pharmacist for the following accommodations if needed:

- **Large print**: can provide large print labels
- **ScripTalk**: Ask if they provide ScripTalk labels, see below
- **Digital list**: Ask if they can send you a list of your medications and instructions via e-mail

Health Provider

If needed, ask your provider for the following accommodations needed to get your medication list:

- **Patient Portal:** Most of the time a medication list and instructions are available on the portal
  - If you have an Apple iPhone and your provider is listed here, you can gain better visual accessibility through Health App
- **Large Print:** provide a hard copy in large print
- **Braille:** provide a braille printout
- **Medication Consultation:** Ask for any additional education and instructions needed so that you understand the medication that you are taking

Smartphone apps

There are some smartphone apps that may help you to read medications to prepare for your telehealth appointment, examples are

- **ScripTalk**: allows Apple (iOS) devices to read medication labels using text-to-speech technology
  - Pharmacies must participate in the ScripTalk program for this app to work.
- **Magnifying Apps**: There are several magnifying apps that turn a smartphone into a magnifying glass. Apple iPhone and iPad offer a built-in magnifier.

Other Helpful Tips

- Keep a flashlight or magnifying glass nearby
- Scan medication instructions using OrCam.

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.