

Telemedicine and LBD

The COVID-19 pandemic has greatly increased the use of telemedicine.
For those living with LBD, it is now easier to get medical care.

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What is telemedicine?

- Telemedicine is a virtual appointment with a healthcare professional – which may include visits with nurses and other professionals, primary care doctors, or specialist physicians such as Neurologists. This is not a new concept – but it is currently being used at greater rates.
- For people with cognitive impairments, hallucinations, or delusions - telehealth visits may be confusing or unsettling. It will be important to clarify that the visits are not being recorded and this is a new way to have the same visit. Telehealth appointments only allow the healthcare provider to see their patient for the time during the appointment without the patient having to come into the clinic.

Preparing for your telemedicine appointment

- It will be important to ask if the appointment will be over phone or video, the date and time of the appointment, how long the visit will take, and what needs to be done before the appointment. Be available and prepared at the time of the appointment with all that is needed.
- Before your appointment, think about and write down any concerns you would like to discuss. The LBDA's Comprehensive Symptoms Checklist may be helpful to reference. You may not be able to discuss the full list of concerns – so, focus on addressing your main concerns and ask for a follow-up appointment to discuss the other concerns not covered in this appointment.

- Create a list of your medications - including prescription medications, vitamins, supplements, and over-the-counter medications.

For phone appointments:

- Know that the phone number your provider is calling from may not be one that you recognize – as it may be a blocked number, a toll-free number, or an additional clinic line. If a call is coming in at the appointment time, answer it.

For video appointments:

- Video appointments may be done using different programs. The doctor's office will let you know what program they will use for the appointment.
- Before the visit, be sure you are familiar with how to use the program. Practice logging on a day before the appointment and call their office if you have difficulties. Store any username and password provided in a handy, but safe place.
- Some programs work better on different devices – such as smart phones, computers, or tablets. Ask what device is recommended. Knowing you are prepared to use the device and program will make you feel more relaxed for the appointment.

On the day of your appointment

- Find a quiet space with minimal interruption with good internet connection. Turn off any TVs or other noisy devices during the appointment. Keep pets out of the way. If possible, sit in front of a solid-colored wall to make it easier to see you during the appointment.
- Have your LBD symptoms checklist or your list of questions for the provider with you. Be prepared to share concerns and ask questions. The provider will guide you through the examination.
- If your provider discusses changes to your medications or provides other instructions, write the changes down in detail. Clarify exactly what you need to do and why it is important for you to do what is being asked. Ask if the new information will be sent to you by mail, email, or through the health portal.