

**Telemedicine (also referred to as “telehealth”)** is the use of electronic information and communication technologies by a healthcare provider to deliver healthcare services to a patient while the healthcare provider is located at a different site such as an office or hospital.

### When to Use Telemedicine

#### Non-Emergency Medical Telemedicine:

- If your primary care doctor is not available
- Instead of going to the ER or an urgent care center (for a non-emergency medical issue)
- Traveling and in need of medical care
- Children are away at school
- Unable to leave work or home

#### Behavioral Health Telemedicine:

- Unable to get an in person appointment with a provider
- Prefer to have an in-person appointment in the comfort of your home
- Unable to leave work or home



### Common Conditions Treated

#### Non-Emergency Medical Telemedicine:

- |              |              |          |
|--------------|--------------|----------|
| Allergies    | Fever        | Pink eye |
| Asthma       | Headache     | Rashes   |
| Cold & flu   | Insect bites | And more |
| Constipation | Joint aches  |          |
| Diarrhea     | Nausea       |          |

#### Behavioral Health Telemedicine:

- |                   |                 |                |
|-------------------|-----------------|----------------|
| Addictions        | LGBTQ support   | Trauma & PTSD  |
| Anxiety           | Grief and loss  | Women’s issues |
| Bipolar disorders | Men’s issues    | And more       |
| Depression        | Panic disorders |                |
| Eating disorders  | Stress          |                |



Source: [Blue Cross Blue Shield Association](#)