

How to make health appointments on your computer or phone better

Easy
read



Excerpt from The Doctor Will Zoom
You Now: Key research findings
12 August 2020

healthwatch
 National
Voices

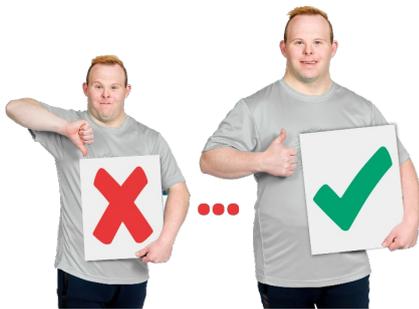
PPL

TRAVERSE


What is this leaflet about?



This leaflet is about health appointments you might have at home using your computer or phone.



This leaflet tells you how you can make the appointments work better for you.



These appointments might be with a doctor, nurse, mental health person, or other health person.

Making the appointment



Tell the person you make the appointment with if you want a phone call or a video call.



Ask them what time the health person will call you.



Tell them if you do not have a quiet and private place for the call.



Phone calls and video calls are good if you only need to talk to the health person.

Tell the person you make the appointment with if you need any tests or you want to come see the health person instead.

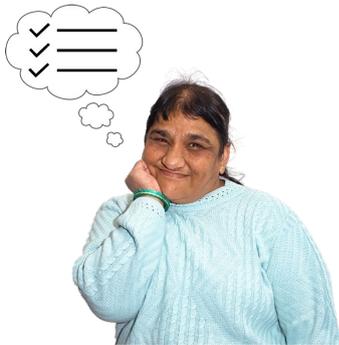
Getting ready



You can practice having a call on the phone or computer with someone you know.



Ask them for help with the appointment if you need it.



Think about what you need to tell the health person.



Think about the questions you want to ask them.

In the appointment



Sit in a quiet and private place.



Ask the health person for help if you are not sure of something.



Ask them to slow down if they are going too fast.



Before you say goodbye, ask them what you must do next.

How we made this leaflet

We are called Traverse. We worked with Healthwatch, National Voices and PPL.

We spoke to people about the phone calls, video calls and texts that they had with doctors, nurses, and mental health staff.

You can read the big report about this on our website. It does not have easy words.

[https://traverse.ltd/application/files/1815/9551/9334/The Dr Will Zoom You Now - Insights Report.pdf](https://traverse.ltd/application/files/1815/9551/9334/The_Dr_Will_Zoom_You_Now_-_Insights_Report.pdf)

You can contact Traverse if you have any questions

Traverse created this document.

They did their best to give the most helpful and correct information.

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Where the photos in this leaflet came from

The photo on the front of this leaflet is by Marcus Aurelius from Pexels.

The images in this leaflet are from Photosymbols.

