GETTING THE MOST OUT OF YOUR VIRTUAL APPOINTMENT

Help the triage nurse.
When calling to make an appointment you'll most likely chat with a triage nurse. Try to summarize what is going on in one or two sentences and start with your most urgent symptom.

Keep track of your symptoms.
Make note of when your symptoms started and if they've changed. For rashes, bites, moles, and other skin issues photos can be especially helpful.

Prepare for the conversation: make a list.
Write down a list of two or three issues you want to address so you don't forget anything important!

Call from a quiet place and avoid phone tag.
Test the video or call functions on your device before the appointment so you don't have to troubleshoot during your actual appointment.

Use tech health and equipment to your advantage.
Have any medical devices your doctor has recommended on hand like a thermometer, bathroom scale, or a home blood pressure monitor.

Use our patient portal for routine issues.
Request refills to prescriptions and complete paperwork before your visit on your patient portal!

To view your portal visit: https://flatheadhealth.org/fchc/medical/patientportal/

Emergencies are still emergencies.
If you need to seek medical attention whether for viral symptoms or other medical care reasons, contact your doctor or hospital ahead of time so they can prepare and take precautions for your arrival.

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