

# How to Get the Most Value Out of Online Healthcare Platforms Like Mosh

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Here are some tips to make sure you have a positive experience with any online healthcare platform.

## **Determine What You Want Out of the Encounter**

Before you start, decide what you would consider a good outcome for the encounter. Do you want to hear that you don't have a problem after all? Do you want a treatment plan? Or maybe you want your existing treatment plan modified?

## **Know Your Symptoms Well**

Whether you fill out a questionnaire or have a one-on-one consultation with a doctor, you'll need to have a clear grasp of your own symptoms. For instance, if you're concerned about your hair loss, take photos of your head so you know exactly what you're working with. This helps you give the healthcare provider the best information possible. If your symptoms occur over time (i.e., persistent acne), it can help to keep a symptom journal.

## **Do Some Research Before the Encounter**

Don't expect to fully understand your own problem just because you browsed WebMD, but it does help to poke around the web and get an idea of what you're dealing with. This way you can learn any terms or concepts your healthcare provider might throw at you.

## **Collect Your Medical Information**

Any good online health platform will need medical information from you. Gather any of this information that you have before the encounter with the health platform. Make sure to have a list of your medications (prescribed, over-the-counter, and herbal) and allergies.

## **Come Prepared with Any Questions You Might Have**

It's okay to ask questions! In fact, many healthcare providers like when patients ask questions because it means they are engaged with the process.

## **Be 100% Honest with Everything You Say**

Online healthcare platforms and services may not feel like real healthcare because they happen online, but it's important to be as honest with them as you would with your healthcare provider. Answer questions truthfully without unnecessary exaggeration and make sure to bring up any topics that concern you.