



Getting Care Online — One Page

A free Lumaset Foundation cheat sheet · keep this by your phone

Two words

Telehealth = a doctor visit by video or phone. **Patient portal** = your health info online (results, messages, refills, appointments).

Log in safely

Enroll through your clinic (activation code or invitation). Reach the portal **only** by the official app or by typing the address. Never tap a “results are ready” link. Use a unique passphrase + two-step verification.

In the portal

Results, Messages (non-urgent only), Medications/Refill, Appointments, Visit Summary.

Video visit prep

Set up the app early, charge the device, use Wi-Fi, pick a quiet lit spot, keep your medication + question lists handy, join a few minutes early, and allow camera and microphone.

Protect your info

Guard your Medicare and Social Security numbers; a real agency will not cold-call for them. Never share a password or one-time code. Sign out on shared devices.

Get help

Doctor/nurse for health, pharmacist for meds, your plan (1-800-MEDICARE) for coverage. Learn more free at [MedlinePlus.gov](https://www.MedlinePlus.gov) and [Telehealth.HHS.gov](https://www.Telehealth.HHS.gov). Ask your clinic about caregiver/proxy access.