

Telephone consultation

La Meva Salut is a virtual space where you can view your medical reports, test results, diagnoses, medication, and scheduled appointments.

Go to the **La Meva Salut** website or, if you prefer, download the app and log in with your username and password.

In addition to other services, such as requesting an appointment with primary care professionals, you can also access remote care services, such as **eConsulta**.

1. Trust your healthcare professional

Telephone consultations are more effective when the relationship between doctor and patient is established. If you do not yet know your healthcare professional or have not yet discussed this type of consultation, it is best to discuss it beforehand during an face-to-face visit.

2. Prepare for the telephone consultation in advance

Write down important questions and relevant details before making or receiving the phone call, so you don't forget anything.

Also, have a sheet of paper and a pen or pencil ready to take notes during the consultation and all the papers where you have noted your home blood pressure, weight, sugar levels, etc.



3. Try to be as clear as possible

The message should be clear, short, and direct, such as a question that needs to be answered.

4. Use the phone call for non-emergency reasons

For an emergency (i.e., a health problem that you consider to be life-threatening to yourself or another person), call 112.

For consultations that you consider to be urgent, call your primary care center (CAP) between 8 a.m. and 8 p.m.

Remember that telephone consultations can also be a way to contact professionals at your CAP for non-urgent reasons that can be discussed without the need for a face-to-face visit, such as scheduling a home visit or resolving a question about medication.

5. Direct your query to the appropriate professional

When requesting an online consultation, you should choose the most appropriate professional to resolve your query.

If you call, when you contact the healthcare administrator who will answer your call, briefly explain the reason for your call and they will guide you in the best possible way.

6. Set aside space and time to attend to the telephone consultation

Telephone consultations also have a waiting time. The exact time you will receive the call may vary depending on the professional's workload. Be available at the agreed time for the consultation and set aside a space where you can talk quietly, in privacy, without noise or interruptions.