

Telehealth Tips:

Preparing for Your Virtual Visit

Before The Visit



INTERNET & DEVICES

- Download and use the telemedicine application (app) used by your healthcare provider's organization. Public apps like FaceTime, Facebook Live, Zoom, or TikTok are not appropriate and most likely not allowed by your healthcare provider's organization. Download and test the app on your desktop or mobile device before your virtual visit.
- Make sure your device is connected to WiFi. Some cellular data plans may not have enough strength for clear a video.



PRIVACY & LOCATION

- Topics discussed and visual physical exams performed during a virtual visit are private. Avoid being in a public space or using a public Wifi network, if possible.
- Find a quiet private space indoors to sit down and be free from distractions. Turn off or mute all electronic devices. Your provider may ask you to walk, move, and/or show parts of your body for examination.
- Adjust your lighting by turning lights on or off, and/or increasing or limiting natural light as needed to make sure your provider can see you well on screen.
- Place your camera at eye level for a full view of your face. If possible, use a camera that can be moved easily so the view can be switched if needed.



BE PRESENT

- You, or the patient, must be present for the virtual visit unless otherwise specified. A virtual visit should feel much like an office visit. Your healthcare provider will ask about your health, and may need to perform a visual examination.



Telehealth Tips:

Preparing for Your Virtual Visit *(continued)*

During The Visit



BE PREPARED

- Please be on time. Log in early for your virtual visit to make sure you don't have any problems.
- You may be asked to weigh yourself, take your blood pressure/heart rate, or have gotten labs or other studies (such as an echocardiogram) completed beforehand. Make sure to complete these tasks and have the information ready to share. Also gather necessary medications, medical equipment, and medical records to review during the visit.
- Write down any questions you have ahead of time to ask during the visit. Keep a pen and paper handy to take notes.
- Be ready to answer questions and be prepared to walk around, or show parts of your body (abdomen, chest, legs) as needed for the visual physical examination



COMMUNICATE

- Speak slowly and clearly into the microphone. Ask questions, set up your next appointment, and give feedback for how the visit went and what could have gone better.

After The Visit



FOLLOW UP

- You may receive an electronic summary of the visit from your healthcare provider, depending on the telehealth app/platform used.
- Complete any surveys about the virtual visit, this way your healthcare provider can use your feedback to find ways to improve the telehealth experience.
- Schedule any necessary follow-up visits.