

# Patient Instructions for a Successful Telehealth Visit

## Patient Checklist

Telehealth is a way to receive care from your doctor while you remain at home. It can help keep you and your family safe by staying away from clinic and emergency department waiting rooms. The goal of **< INSERT YOUR CLINIC'S NAME HERE >** is to ensure that you receive the same high-quality care that you would get by coming in for a visit. By taking a few minutes to prepare, you can set yourself up for a successful visit with your doctor.

Here is a quick checklist to make sure are prepared for your telehealth visit.

## Getting Started

### Use the best camera you can find

- Telehealth visits work best when your doctor can see you clearly. Many devices and computers now come with high quality built-in cameras. If your device has an external camera, you can test out the picture by doing a video call with a friend or family member.
- Your doctor may ask you to hold your camera close to your body to do an exam. The clearer the picture and the closer you can get to your device will allow them to make an accurate diagnosis and address your concerns.

### Place your camera at eye level

- Sit eye-level with your camera so you can make eye contact with your doctor. This helps you see each other more clearly and have a deeper connection during your visit.

### Test the sound

- Most devices have a built-in microphone and speaker system. You can test yours by watching a video with sound or having a video chat with a friend.
- Questions you should ask:



- Can the other person hear you?
- Do you need to talk louder or move closer to the microphone?
- Can you hear them?

**Plug in your device for power and Internet**

- We know your time is valuable and getting to the bottom of your health concern is important. You don't want to lose your connection during your visit, so ensuring that you have your device fully charged or plugged in will prevent you from having issues during your appointment.
- You can do your telehealth visit using Wi-Fi, but your computer will work better if it's plugged directly into the internet with a wired ethernet cable. If you're on a smartphone try connecting to your home's Wi-Fi for the best connection.

**Close other apps**

- Having too many apps running on your computer or device can make your device run slowly. Before starting the visit, close all programs that you aren't using during the visit.

**Use the best browser**

- If you're using an online app, check if you need to run it in a certain browser – for instance, you may need to use Chrome instead of Internet Explorer.

**Find a quiet space**

- Find a quiet space where you will not be interrupted. It is important that you feel comfortable and have privacy to discuss your health concerns, so you are less likely to be distracted during the visit.

**Adjust the lighting.**

- Before you begin your visit, check the lighting. Is the picture fuzzy and dark? Try turning on overhead lights or closing blinds and drapes to reduce background light.

**Prepare your list of questions and concerns**

- Take a minute or two before starting the visit to write down any questions you may have for your doctor.
- Having a support person with you during your visit can help you remember what you talk about with your doctor and any advice your doctor gives. Choose a person that you trust with your health care information. Talk to your support person before the

visit starts so that they know what you expect and when they should talk so that your doctor is not confused by having many people speaking at the same time.

**Have your doctor's info handy**

- Just in case you have a technical issues or other problems come up during your visit, have your doctor's number on hand so you can call them back if you are disconnected.

## During the Visit

**Connect to the Visit**

< ENTER INSTRUCTIONS SPECIFIC TO YOUR TECHNOLOGY TELEHEALTH VISIT TECHNOLOGY HERE >

**How to act**

- Act like you would if you were at an in-person visit in your doctor's office.
- Tell the doctor all your health concerns and symptoms, ask questions, and listen closely.
- Make sure you're looking into the camera and staying close to your device so your doctor can see and hear you.
- Your doctor may ask to see areas of your body to do an exam. It is important to wear clothing that will make it easier to show wounds, rashes, swelling, or other areas where you have a concern so your doctor can make the correct diagnosis.

**Pat yourself on the back**

You just did your first telehealth visit! Make sure to follow any instructions your doctor gave you and share any feedback you have.

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