



PREPARING FOR A VIRTUAL HEALTH CARE VISIT



You may now have the opportunity to connect with your health care providers through video. Telehealth visits allow you to connect with your providers without having to visit their office.

Follow these tips to ensure your visit is successful:



Location of appointment:

- Choose a private space where you will not be interrupted.
- Try to maximize front-facing light.
- Your location should have reliable internet access.

Confirm that your technology is ready:

- Consider what technology would work best for your visit (computer, tablet, or smart phones are often used).
- Ensure your camera and volume are working.
- Have the phone number for the clinician's office in case you need technical support.



Check with the office staff to find out the following:

- Do I need to install any apps or software?
- Will I receive a link connecting me to the visit?
 - Can they send a test link to see if it works?
- What billing details do I need to prepare and have ready for my visit?

Before your appointment:

- Make sure your device is charged.
- Check to see that you have your link and any information needed to access the appointment.
- Prepare in your private location 15 minutes before your appointment.
- Have any notes ready that you may want to discuss with your clinician.



Start your visit:

- Sign in a few minutes before your appointment.
- Make sure your camera is eye level and you are visible to the clinician.
- The clinician will join and the appointment will start.
- The appointment should take as long as an office visit.