



## Telehealth Instructions for Patients

1. Select the preferred mode of communication for the telehealth visit (FaceTime, Zoom, etc.)
2. When you are provided an appointment time, please mark your calendar and set a reminder to prepare for the visit at least 15-30 minutes prior to give yourself enough time to prepare for the visit.
3. Test your device and verify that both audio and video features are available for use during the visit. It is preferable to have a high-quality camera to have the best experience during your telehealth visit.
4. Test your audio device to ensure that the speaker volume is at its optimal level.
5. Test your microphone and verify that it can capture your speech appropriately.
6. Keep your device charged with enough battery life for a 45-minute visit or longer.
7. Ensure that the device is connected to the internet and that the connection is strong and stable. If necessary, switch from a wireless connection and connect to a wired internet connection.
8. Gather appropriate peripherals (earphones, stands, etc.) that might be required for the visit. Test all peripherals and ensure that they are working prior to the visit.
9. Familiarize yourself with the selected app and know how to start audio and video sharing features.
10. Test the selected app to verify that outgoing/incoming calling features are functioning.
11. Ensure that the camera is set-up at eye level and your entire face is visible in the view-finder screen.
12. Close any apps or windows that may interfere with the visit.
13. Select a quiet, well-lit, dedicated spot at the location from where you will participate in the visit. Ensure that the space is free from distractions and is private. Verify that the selected spot is well covered with internet service.
14. Dress appropriately for the visit. While the visit may happen at the convenience of your home, remember that the doctor can see you during a telehealth visit.
15. Prepare for your telehealth visit just like how you would for an in-person visit. Begin by gathering your medication list/medications, your list of questions for the provider, and any other information that you may need for your visit. Keep a scribble pad and a pen ready to make notes or to jot down instructions from the doctor.

## What to expect during your telehealth visit?

- Begin preparing for your telehealth visit at least 15 minutes prior to the scheduled visit time.
- At least 5 minutes prior to your visit, be present at your selected spot and have the device ready and available.
- Your physician, or their designated office staff member, will initiate the telehealth call with you using the selected mode of communication, at or within 5 minutes of the selected appointment time. In the event the physician is delayed by a prior appointment, you can expect to receive communication from the physicians' office notifying you of the delay and a revised appointment time.
- The visit will begin by the physician or their designee conducting a test of the connection and a verification that the audio and visual components are performing as intended on both ends.
- The physician or their designee will then request you to consent to a telehealth visit, and if not enabled by this time, will request you to enable and share your video to begin the telehealth visit.