



Patient Guidelines and Tips for a Telehealth Visit

Preparing your **space** for your appointment:

- Is your phone, computer, or other device powered and charged?
- Is your internet connection reliable?
- Are you in a comfortable and private place?
- Test your camera to be sure it has a clear view of you for the provider. Avoid sitting in front of a bright window because that can obscure the view the provider will have of your face. Position your device so that your face is centered in the middle of the screen and the webcam or phone camera is at eye level, so that your doctor can see your eyes. Try using a stand to keep your phone or tablet still.
- Use headphones or earbuds if you have them – even if they do not have a microphone. Test your speaker and volume to be sure you can be heard. Try not to sit outside because of extra noise from traffic or wind that will interfere with the audio.
- Turn off device alerts and notifications so you will not be distracted during the visit.
- Have a paper and pen on hand ready to take any notes or follow up plans.
- We will be virtually visiting you in your environment and if we are on camera, we will be able to see more than just you. Be mindful of your background view. If you are in your home, please be aware of the items, pictures and things that are in your video background. Some of these things may be personal and private, and we want to be sure we do everything to support your privacy and boundaries.

Preparing **yourself** for the appointment:

- What to wear? Please wear the same clothes as if you were coming to the health center. We want to be sure everyone's boundaries are respected so please do not wear pajamas and nightwear.
- Where to be during your appointment? We ask that you find a comfortable place in a seated position. To keep everyone safe, visits will not be conducted while you are driving or engaged in other activities like shopping in a store or operating equipment. A good rule of thumb is to pick a quiet, private place. If you share space with others, it can be helpful if you ask them prior to the appointment if they will be willing to give you some privacy during the time of your appointment. Creating a comfortable appointment visit space for yourself will help support you and your provider to have a helpful virtual visit.
- Bring your medications and any health information such as glucometer readings, blood pressure readings, weight.
- Complete this list: (you can use this document for your appointment!)
 - What questions do I have or things I need to tell my provider:
 - What medications am I taking:
 - What difficulties am I having and what symptoms am I experiencing:
 - Feedback for your provider – what was helpful, how can we improve:
 - Next steps, goals, to do list: