

STEPS FOR A GREAT TELEMEDICINE VISIT

CALL YOUR PROVIDER:

- Contact your provider's office to schedule your virtual visit.
- You will receive directions on downloading the necessary software application during this call.



BEFORE YOUR VISIT:

- **Use a High Quality Webcam** - Most smartphones and tablets now come with high-quality webcams. If you already have a webcam, test out the picture quality by doing a video call with a friend. It's important our providers can clearly see you.
- **Set Up the Camera at Eye Level** - Try to set up your camera so that it's approximately eye-level. This will make it easier for your doctor to see and engage with you.
- **Make Sure Your Volume is On** - Check to make sure your volume is on and not muted.
- **Test Your Microphone** - Try out your microphone. Open a recording program to test, or look for the microphone device in your control panel.
- **Plug In Your Smartphone or Tablet** - The last thing you want is for your power to die in the middle of a visit. Make sure you are connected or fully charged before the visit starts.
- **Close Unnecessary Programs** - Having too many other things running on your smartphone or tablet can strain its memory and reduce the quality of your video chat.
- **Dress Appropriately** - Your doctor will be able to see you, so make sure you're dressed appropriately.
- **Find a Quiet Space** - Try to find a quiet space where you're not likely to get interrupted. You'll feel more comfortable with a little privacy and you're less likely to be distracted during the visit.
- **Adjust the Lighting** - Before you start your virtual visit, test out the lighting. Is your image clear? Is the picture too fuzzy and dark?
- **Note Anything You'd Like to Ask or Discuss With Your Provider** - Take a minute before starting the virtual visit to jot down any questions you may have for your provider.

PEDIATRIC VISITS:



- Have your child with you in a well-lit room that is as quiet and free of distractions as possible.
- Tools to have available:
 - Thermometer
 - A flashlight or other light source (so we can look in your child's throat)
 - Your child's weight or a scale
 - The name/location of your pharmacy
- The provider will have you help with your child's physical exam.
- Don't be nervous to ask questions and have your child do the same.

DURING YOUR VISIT:

- **Log in 5-10 Minutes Before Your Scheduled Visit.**
- **Share Your Screen When Prompted** - You will see a pop-up appear in your browser asking you to allow screen sharing.
- **Stay Engaged**
 - Act like you would during an in-person visit.
 - Ask any questions, give your provider an explanation of your medical issues and symptoms, and listen closely.
 - Make sure you're looking into the camera.
 - Stay close to your device so your provider can see and hear you.



We are excited to offer this new service to our patients!
Questions or concerns? Please don't hesitate to call!