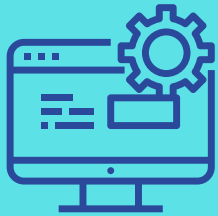


STEPS FOR A GREAT TELEMEDICINE VISIT

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!**