

Telehealth Visit Checklist

Contact your health insurance provider

- ask if telehealth appointments are covered within your plan and what your out of pocket or copay will be

Check your equipment

- you will need a smartphone, tablet, or computer with video, audio and a microphone
- you will also need a reliable wi-fi connection
- check with your doctor's office to see if there is an app you should download ahead of the appointment
- test equipment to be sure you know how to use them and that each is working properly
- plug in your device so you do not lose power during your visit

Invite a loved one

- a loved one can provide emotional support, be a second set of ears, offer other insights during the appointment and also take notes for you
- make sure your loved one can connect by giving them the login information and testing their equipment before the visit

Choose the right setting

- adjust the lighting so you are easily seen by your healthcare provider; avoid light in the background that may make it difficult to see you
- find a quiet place with minimal background noise and as few distractions as possible

Outline what you would like to talk about

- symptoms
- changes in medication
- updates on any new visits with other healthcare providers
- how you are feeling overall mentally and physically
- questions for your healthcare provider

Have a notebook and pen ready

- have our doctor's number written down should you experience a technical issue, you can quickly call the office
- write down things you want to remember during the visit

Practice

- take five minutes to do a run through with equipment, the space where you will be, and lighting to help reduce any uncertainty about your telehealth visit
- join the appointment early to give yourself time to settle and feel comfortable before your healthcare provider connects with you

During the appointment

- ask if you can record your telehealth visit or if they can provide a written summary
- go over your questions and updates from your filled out preparing for your telehealth form
- stay engaged during your visit by treating it the same as an office visit
- at the end of the visit, make sure you understand the plan and how the next steps will be arranged