

Preparing for Your Telemedicine Visit

- **Schedule appointment** — **ask any questions you have** on how to connect for your visit and what to do if you lose connection during your appointment.
- **Have a list of your current medications and doses or gather all the medication containers before the call.** Be prepared to discuss any refills you may need in the near future.
- **Write down any questions you want to ask your doctor during the visit.** This may include any new or constant symptoms and how long you have had the symptoms. It's important to include any personal or emotional stressors you're having.
- **If you have forms or prior authorizations that need to be filled out by the provider,** make sure you ask how these should be sent to the office when scheduling the telemedicine appointment (fax, secure email or U.S. mail)
- **Check to make sure the ringer on your phone is turned on.** Please be aware the number that we call you from might not be a recognized office number.

How will your telemedicine visit occur?

Your doctor should provide you with instructions for completing the visit, but here are some items you should consider now.

- **What type of technology is available to you?**
 - ① Do you have a smart phone with video calling?
 - ② Do you have a tablet or computer that has a built-in camera and speakers?
 - ③ If you do not have a device, do you have a family member who could assist?

Tips for the technology you will be using for your visit

- **Make sure the device** you are planning to use is fully charged.
- **Test the camera and sound of the device** you will be using before the visit.
- **Make sure your device's camera is steady.** This will be easier to do if you are using a computer or laptop. If you are using a phone or a tablet, prop it up on a desk or table.
- **If you have several items open on your device,** it is best to close those for the visit.
- **Your doctor's office should have provided you with information** for the application you will be using for your visit. If you did not receive instructions or have questions about connecting, contact your provider's office prior to your visit and they can assist you.
- **Make sure you are in a quiet room** or other location with good lighting.



Preparing for Your Telemedicine Visit (Adult) (CONTINUED)

Your nurse or doctor might ask you for the following during the visit, please have this information available:

- **Weight:** _____
- **Blood pressure:** _____
- **Temperature:** _____
- **Blood sugar** (if you do in-home monitoring): _____
- **Pulse ox** (if you do in-home monitoring): _____

Once you complete the visit, if you need prescriptions or refills ask the doctor to send them to the pharmacy during your visit. This way, you can pick up your medications during one trip. The CDC recommends limiting in-person visits to pharmacies. Take advantage of the drive-through, curbside pick-up, mail order or other delivery services.