



TELEMEDICINE INSTRUCTIONS

Telemedicine visits are a convenient and efficient way for patients to connect with their healthcare provider from the comfort of their own home or office. These virtual visits allow doctors and other health professionals to assess, diagnose, and treat illnesses through secure video conferencing technology.

Please ensure that the office has received your new patient packet, ID, and insurance card at least 48 hours prior to the appointment. You will not be able to be seen if this is not returned to us.

Before the start of your appointment:

For your telehealth visit, you will need a device that has video and an internet connection, such as a smartphone, computer, or tablet. If you do not have a computer, tablet, smartphone, or internet connection, ask your health care provider about an audio-only telehealth visit using a telephone.

- ❖ **Find a well-lit spot.** Make sure there is good lighting so your healthcare provider can see your face.
- ❖ **Make sure the camera is steady.** Set your computer or laptop on a flat surface, or prop up your phone or tablet on a desk or table.
- ❖ **Make sure you are in the middle of the screen and the camera is at eye level.** What you see on your screen is the same thing the provider will see, so it is important to make sure that you are close to the screen and looking straight into the camera.
- ❖ **Reduce background noise.** Find a quiet place and reduce any distractions. Turn off alarms and sounds on other devices.
- ❖ **Close other applications.** Close other applications on your device to improve your internet connection and reduce distractions.
- ❖ **Please use the same email we have on file for the appointment.**
- ❖ **Wait for the invitation link.** At the time of the appointment, your provider will send you an email with a Zoom invitation link. Click on the link to begin the evaluation.

After Your Appointment:

- ❖ **Contact the office or your provider if you still have questions.** If you forgot to ask a question, think of something later, or need help to better understand your care, you can always contact your provider after your appointment by reaching out to your provider's assistant.
- ❖ **Make sure follow up care is scheduled as recommended.** Call us to schedule your follow-up after seeing your provider, if they have not already assisted you with this.

The following tips will help your telehealth visit run smoothly:

- ❖ Check your email for instructions. Review emails, texts, or other communication from your provider's office.
- ❖ Test the technology before the visit.
- ❖ Choose a private spot. You will want to be able to discuss your health care issues in private.
- ❖ Write down important information before the visit, such as:
 - Your current medications and doses (or gather the actual bottles)
 - Any symptoms, questions, or concerns you want to discuss
- ❖ Keep paper and pen nearby to take notes during your telehealth appointment
- ❖ Do not do a telehealth visit while you are driving or running errands.
- ❖ Be patient while waiting for your visit. Just like a regular in-person office visit, providers sometimes run behind schedule.

Please do not hesitate to call us if you have any questions or need assistance at (714) 545-5550