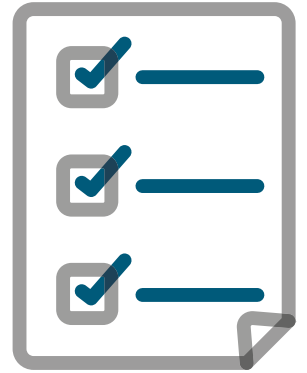


# Telehealth: Preparing for an Appointment



## HOW TO PREPARE FOR AN APPOINTMENT

- Make sure you are in a private place
  - If that is not possible, let the provider know at the start of the call
- Check your internet or phone connection
- Make sure your device is plugged in or fully charged
  - Check your camera and microphone to make sure they work
- If you are connecting with an app, download it in advance
  - Do a test call, if possible
- Sit in a place with good lighting
- Have pen and paper available for notes
- Have the meeting link available or telehealth app open at the time of the appointment
- Wear clothes that you would normally wear for a doctor's appointment



## VIDEO APPOINTMENTS

- Communication is face-to-face using your computer, laptop, or smartphone
- You may have to wait to get connected to a provider
  - Waiting time is often shorter, and you can do other things while you wait
- You may be checked in by a nurse or office staff
- You will be asked to give identifying information to confirm who you are
- You may be asked if anyone else is in the room with you, if you are
- accessing telehealth at home
- Make sure to talk clearly about your symptoms and answer questions simply
- Make sure the provider can see you and do not move around too much
- Some visits may include the use of equipment that helps your provider get extra health information about you



## PHONE APPOINTMENTS

- Similar to video visits, without the visual contact
  - Visits are often shorter, and less can be covered or diagnosed

## WHAT HAPPENS AFTER?

The end of a telehealth visit is similar to an in-person appointment. If needed, you will schedule a follow-up appointment. You will be billed for the services you received. Your provider will let you know about any other next steps for your health care.

For more information on telehealth,  
visit [StarValleyHealth.org](http://StarValleyHealth.org)



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