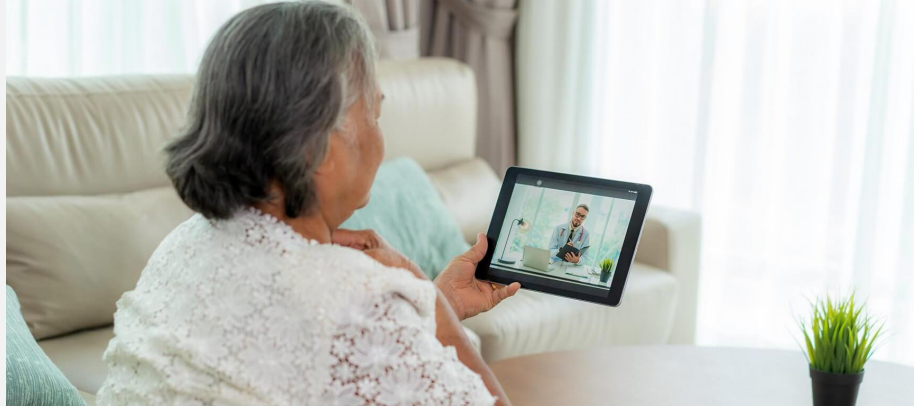




# Telehealth 101 for patients



## **Plug in and Get Comfortable** Notes

- Make sure your device (phone, tablet, computer) is fully charged and plugged in.
- Make sure you have a reliable internet connection.
- Sit in a comfortable place for the visit and make sure your camera provides a clear view of you for the provider.
- If you're in a shared space, consider using a headset or headphones with a microphone, or move to a private space to have the conversation.
- Have paper and a pen ready to take notes.
- If you would have brought a caregiver to your appointment in person, and they can join you for the telehealth visit, have them ready in the room as well. They can help you remember to ask any questions you may forget.
- Plan to be ready 10 minutes early and get your device connected so you are ready to begin at the start time of your appointment.

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## **Speak Clearly and Concisely** Notes

- Understand that you may have to wait to be connected.
- Speak clearly and make sure your provider can hear you and see you through your camera.
- Clearly describe your symptoms.
- Answer the provider's questions as clearly and concisely as possible.
- Make notes of your provider's recommendations and ask questions if you are unsure about anything.

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