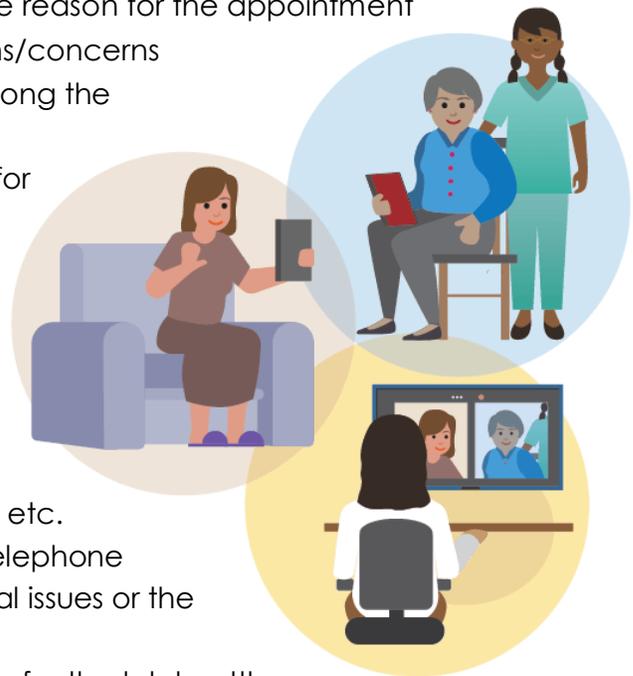


Checklist for Patients/Residents and Family Caregivers

Before the visit:

- Confirm with your/patient's provider that a telehealth visit is OK for your/patient's health issue/concern
- Ask your/patient's provider's office to schedule a technology test to make sure everything is working okay
- Let your/patient's provider know if a translator, or other support, will be needed during the telehealth visit
- Check your/patient's email for instructions about the appointment, including the link for joining the telehealth visit
- If necessary, discuss with the patient the reason for the appointment
- Prepare a list of your/patient's questions/concerns
- If necessary, let the patient know how long the appointment will be
- Determine what you/patient will wear for the telehealth visit, including best clothing options that are comfortable
- Sign, or obtain the patient's signature, on HIPAA agreements/consent forms
- If necessary, confirm the appointment day and time with the caregiver so they can help with set up, etc.
- Have a back-up plan, for example a telephone number to call, in the event of technical issues or the appointment gets dropped
- Identify a private and well-lit quiet room for the telehealth appointment
- Gather information about how you/patient has been sleeping and eating, and collect height and weight
- Gather information about your/patient's prescriptions/medication, including PRN meds, and how frequently used since the last visit
- Make sure the internet connection is stable
- Set up the telehealth equipment, including making sure it is fully charged, the audio and video are working, and the device is set on a stable surface
- Close any applications, on the computer or device, that will not be used



During the visit:

- If necessary, assist the patient with any devices so that they can see/hear better during the telehealth appointment
- Make sure that your/patient's face is centered on the screen, and that the device is stable and not wobbling
- During the visit, ask questions and clarify next steps
- Ask the provider to send you/patient a copy of the treatment plan for future reference
- Make sure to note a number to call if you/patient has any problems after hours



After the Visit:

- Note treatment plan, including any follow-up visits, tests, or medications prescribed
- Note any copays or fees you/patient may have for this telehealth appointment

