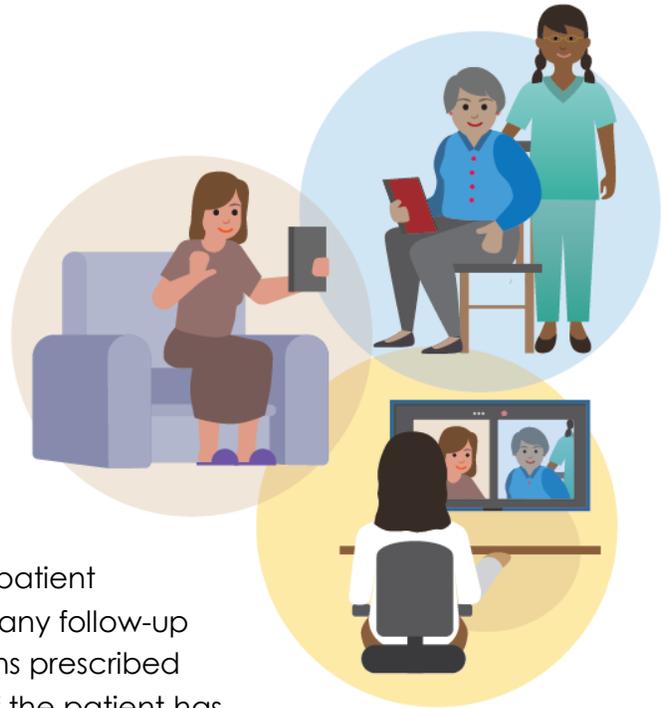


During the Visit:

- Communicate with patient and care partner to ensure others in the household are not streaming for example YouTube, Netflix, or other movies during the visit
- Assist the patient with any devices so that they can see/hear better during the telehealth appointment
- Confirm that all parties can see and hear each other
- Encourage the patient (and family/care partners) to engage in the conversation, including asking questions related to the patient's care. Prompt: Ask the patient what matters to them
- Encourage the patient (and family) to clarify next steps
- Make sure to note a number to call if the patient has any problems after hours



After the Visit:

- Recap and clarify next steps with patient
- Record treatment plan, including any follow-up appointments, tests, or medications prescribed
- Provide patient a number to call if the patient has any problems after hours
- Communicate with patient and note in the patient's chart any copays or fees the patient may receive for this telehealth appointment

