

My Telehealth Checklist

Before the telehealth visit

- I have a device with a camera, speaker and microphone. *A device might be a computer, tablet, laptop or a smartphone.*
- I have a quiet and private place with good lighting for my telehealth visit.
- I have internet (or other connection such as my phone data plan) for a telehealth visit. *Being able to stream movies means my internet should be good enough for telehealth.*
- My provider's office has confirmed that a telehealth visit is OK for my visit reason or concern; I don't need an in-person visit.
- I've asked my provider's office to do a test connection with me to make sure everything works okay. *Not always needed but can be helpful.*
- My provider's office knows if I need translation or other support during my telehealth visit, including having a family member or caregiver join the telehealth visit.
- I've submitted any forms or information – either paper or online – that my provider's office needs me to fill out or provide.
- I have my list of questions ready.
- I have all my medication bottles nearby for when they ask me what I'm taking.
- I have closed all extra windows, tabs and applications on my device and asked everyone else in my house not to use the internet during my telehealth visit.
- My device is either plugged in or fully charged.
- I know how I will receive the link to join my telehealth visit, and I know how to find it. *The link may be sent by email, text, or online portal or some other way.*
- They gave me instructions on how to start or join the telehealth visit.

During the telehealth visit:

While I won't be able to check this list during the visit, these are things to think about.

- I have my questions, concerns and issues organized and listed by importance (if possible). (If it's an option, I have sent my list to my provider BEFORE the meeting.)
- I've made sure neither I nor others in my household are using the internet for streaming (for example - YouTube, Netflix or other movies, gaming)
- My face is centered in the screen. The camera is aimed at me, not at the ceiling or just showing my forehead or chin. My device is placed in a stable position – not wobbling about.
- The provider or care team has clarified how much time we have.
- I can see and hear the provider and the care team members. If not, I need to let them know.
- They gave me back-up plan in case we have technical problems. *I have a phone number to call.*
- I know what the treatment plan is and have asked the provider to send me a copy of the treatment plan for future reference.
- If tests or referrals to specialists are ordered, I know why I am getting them and where I need to go.
- My provider told me when I need schedule my next or follow-up visit.
- I have a number to call with any follow-up questions.
- I have a number to call if I have problems after hours.
- My provider's office has told me what my copay or fees are for the telehealth visit and how to pay.