



# Telemedicine Visit Tips

Hate sitting in a waiting room filled with sick patients? Can't take time off from work or away from your family? Just feel too ill to get in the car and drive? Imagine being able to receive medical care without making a trip to the doctor's office.

## Now you can!

Telemedicine allows physicians to provide quality medical care for certain conditions to patients at a distance using various technologies. It's safe, convenient, affordable, and becoming more and more popular. So why not? Follow these tips to help your telemedicine visit go as smoothly as possible.

### Location

- Find a quiet and private space at your location – close doors and windows to high-traffic areas.
- Remove clutter from the area where you will sit. You want your doctor looking at you, not what's on your desk or wall.
- Make sure the area is well-lit. Keep lighting overhead and/or in front of you, rather than behind you. Close blinds and drapes to prevent glares and shadows.

### Technology

- Ensure your device has enough charge (or is plugged in).
- Check your internet signal strength. A connection speed of 384 Kbps is common.
- Adjust the angle of your camera so you fill as much of the screen as possible.
- Know how to use your equipment. Have the phone number for tech support close by – just in case.

### Audio

- Mute, turn off, or remove possible noisemakers such as your television, cell phone, alarms, or pets.
- Eliminate echoes.
- Check for air noises like a fan, AC unit, or open window that may affect the microphone.
- Make sure the microphone is not blocked.
- Speak normally – slowly and clearly – in the direction of the camera.

### Visual

- Avoid too much movement.
- Don't look at your picture on the screen.

### General

- Have your pharmacy name, location, and number handy.
- Explore the telemedicine app/platform to get comfortable with it.
- Don't be nervous or afraid to ask questions!