

Things to Do for a Virtual Visit: Tips for Clients

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Due to the coronavirus pandemic (COVID-19), many health care visits are now being conducted virtually. A virtual visit is also known as telehealth or telemedicine and is a live two-way conversation that can be held by phone or video on a computer or laptop. Here are some tips to get the most from your health care team.

BEFORE THE VISIT

Confirm the visit. Before the visit you should receive a call from the clinic; make sure to ask any questions you may have about the visit at that time. Questions to ask:

- What type of equipment do I need for the visit?
- I do not own a phone or a computer, what should I do?
- Can I use my phone only?
- Do I need a smartphone for this visit?
- Do I need to download an app for this visit? If yes, what is the app?
- Do I need a reliable internet connection to participate in the visit?
- Is there a navigator, or someone that can help me to get on the call?
- If I must wait in the waiting room, or if I get disconnected, what should I do?
- What should I do if I cannot keep the appointment? Who do I contact or call?
- Who is being billed for this call, or is there a charge to participate in the visit?

On the day of the appointment do the following:

- Wear something comfortable but appropriate for the call.
- Check your phone. Is it charged? Do you have a place to recharge it?
- Check your minutes. Do you have the minutes for the call? Will you have enough to participate in the call? If not, ask for an in-person appointment.
- If possible, wear a pair of earphones to help you hear the provider better.
- Decide where you will take the visit. Try to find a quiet, private place where you feel comfortable discussing personal health information. If this is not possible, try to avoid as many distractions as possible.
- Write down any questions you may have for your health care provider. If you do not have paper or pencil, put the questions in your phone. Have paper and pencil ready to take notes during the call if you can.
- Have the medications you are taking with you to show the provider, or have a list of your medications to share with the provider.



If you are having any symptoms (cough, pain, or any other issues) write them down to share with the health care provider.

If you are not able to keep the appointment, contact the health center to let them know. Make sure to make another appointment at a day and time you are available.

DURING THE CALL

1. If you are on your phone only, turn up the volume so you can hear. If you cannot hear the provider let them know.
2. Ask the provider if they can hear you. If you cannot be heard, move to a quiet place if possible.
3. Put yourself on mute when not talking. Unmute when you want to talk.
4. Eliminate all background noise or distractions, if possible. Move to a quiet place if there is noise.

BEFORE ENDING THE CALL

Confirm the date of your next appointment.

- Ask if the call will be virtual and held by phone or in person.
- Ask if you will get a call before the visit as a reminder.
- Ask what you should do if you have questions after the call, and who to call.

WHAT IF A VIRTUAL VISIT DOES NOT WORK FOR YOU



One Size Does Not Fit All - **Say Something!**

If it is your first visit, try it again. Sometimes when things are new it takes a while to work out the change.

If this type of visit is not working for you, speak up. Ask if there is another option for receiving care. It is better to find the best type of visit that fits your needs than to skip the appointment because you do not like this type of visit.

SPECIAL INSTRUCTIONS FOR YOU TO FOLLOW

Add instructions from the health center here:

TIPS FOR OVERCOMING CHALLENGES

Many companies are providing additional or discounted services during the COVID-19 pandemic to ensure access to phone and internet.

- Phones: Verizon, Boost, and Sprint are providing additional free minutes.
- Internet:
 - 20G extra data available for those with hotspot capacity (Metro, Boost, Sprint)
 - Comcast provides free or discounted service to Internet Essential customers (those receiving SNAP, SSI, Medicaid, Tribal assistance). For more information: <https://www.internetessentials.com>
 - AT&T Access and LifeLine are continuing to provide discounted internet for those receiving SNAP

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