

Telemedicine or telehealth visits use audio and video to connect you to us and your healthcare provider from your location or home. These are sometimes called “virtual visits”. You will be able to see, hear, and talk to us and your medical provider, just like you do in the office. Your telehealth appointment is private, HIPPA compliant and uses our secure software to make the connection. You may also have a family member, guardian or friend accompany you during the visit.

## **HOW TO PREPARE FOR YOUR VIRTUAL VISIT**

### **1-2 days before your telemedicine appointment**

- Decide which device you will use for the visit. Virtual visits work best when your doctor can clearly see and hear you. There are many options for your visit:
  - Desktop computer with external webcam and microphone
  - Laptop with webcam (integrated or external) and microphone
  - Tablet with camera (iPad or Android tablet)
  - Smartphone with camera (iPhone, Android phone, Windows phone)
  
- Plan where you will be during the visit. Make sure the space is private, so you can discuss personal medical information. You should do the visit in a quiet, well-lit room. You can sit near a window for natural light or a soft lamp. But don't sit in front of the window or lamp, or you will appear like a shadow.
  
- You can also have a family member or friend added to the visit, but they will need to be invited to the visit. Let us know in advance the phone number and/or the email address of anyone you want to have in the visit.
  
- If you need a translator for the visit, let us know and tell us your language.
  - Find a steady place to put your laptop, tablet, or phone. You should not hold your tablet or phone during a visit, as this can cause a very wobbly video. If you use a webcam, place it at eye level. You can use books or boxes to prop up your phone or tablet. Your doctor may need to do an exam, so you may need to move your chair or the camera during the visit.
    - One view of your face, during the history part of the visit
    - One view of your whole body, during the exam part of the visit
  
- If possible, use a wired internet connection (with a cable), or make sure your phone is connected to your location's or home's Wi-Fi.
  
- You will receive instructions from us on how to use the telemedicine software. It is EASY to use. If possible, do a test call with a friend or family member to make sure everything is working.
  
- If possible, arrange for someone to be with you for the visit. This person can help adjust the camera and troubleshoot any technical problems, and help you during parts of the exam.
  
- If you have balance problems or fall frequently, you should have someone with you during the visit to make sure you are safe.
  
- Complete any forms sent to you by your provider and send any notes such as your seizure diary to us in advance of your virtual visit by email or fax.

## 1-2 hours before your telemedicine appointment

### Set-up and check your computer or phone you plan to use.

- Make sure your space is quiet.**
  - Put your pets in another room.
  - Have someone watch your children, preferably in another room.
  - Turn off the TV, radio, or any other things that may make noise.
  
- Make sure your computer or device is ready.
  - Check that your laptop, tablet, or phone is either fully charged or plugged in.
  - Check your audio: Make sure your volume is on (sound not muted). Test your microphone.
  - Test your video to make sure that the lighting is good—turn on overhead lights, put a lamp near your ~~prop~~ sit near (but not in front of) a window or lamp.
  - If you are using a computer with a webcam, try to have the webcam at the same level as your eyes.
  - If you are using a smartphone or tablet, you will need a steady surface to prop up your phone.
  - If you are using Wi-Fi, turn off other devices to prevent slow and weak signals.
  - Close any other programs that are running on your computer, tablet, or phone.
  
- Have our office number handy in case you have technical problems and need to call us.

(Orlando 407-422-1416, Brevard 321-253-4112 or toll-free 1-866-864-1416)

### Prepare yourself.

- Dress appropriately. Your doctor may need to do an exam, so if possible, wear a short-sleeved shirt or t-shirt, shorts, and socks but not shoes.
  
- Wear your glasses and hearing aid, if you need them.
  
- Write down anything you'd like to ask or discuss with the doctor. Have a list of your current medications.
  
- Try to have these things available: paper and pen to take notes and to do parts of the exam; a flashlight or a separate cell phone with a flashlight app.
  
- If you can, check your “vital signs” before the visit.
  - Temperature, using a thermometer.
  - Blood pressure, if you have a home monitoring blood pressure device.
  - Weight, if you have a scale at home.
  
- Join the telemedicine visit at least 15 minutes before the scheduled time, so any problems can be fixed. We will see you in the virtual waiting room.

### During the visit.

- We will introduce everyone on the virtual visit. You should do the same if you have others in the location with you.
  
- Let us know if you can't hear and/or see us well.
  
- At the end of the visit, make sure you know next steps:
  - Any needed prescriptions
  - Any testing to be scheduled
  - Follow up appointment
  - And, how to stay in touch with your Care Coordinator
  
- Give your provider feedback about how the visit went. Remember that this visit type is new to everyone.

We hope you found this checklist helpful.