TIPS for a Successful Telehealth Session

1. Check your technology.
   - A computer tablet or smartphone with a camera and microphone
   - A secure & reliable internet connection
   - Speakers or headphones
   - Device is plugged in or has a full battery
   - Close other apps and programs to avoid distractions

2. Keep your background as simple as possible.
   - Avoid anything that could be distracting behind you, such as a mirror. Also, lighting that is not too "dramatic" strips don’t work well.

3. Face the brightest part of the room.
   - Avoid bright light windows behind or near you. This may make it hard for the camera to see you. Add lamps to create bright light throughout your room.

4. Protect your privacy and avoid distractions.
   - Select a quiet room with a door you can close. Avoid any distracting sounds that the microphone could pick up, such as a fan, keyboard, chair, or cell phone.

5. Adjust the camera so your face is centered on the screen.
   - Sometimes the camera needs adjusting. Click the download button to download this guide.

6. Test your set up.
   - Log in early to test your sound, microphone, camera, and lighting. Make sure you have something to take notes with, such as a notepad and your provider’s phone number for any technical support.

7. Keep it comfortable.
   - Find a comfortable seat and have a conversation just as you would in an in-person appointment. Take turns speaking and ask questions when you need to.

8. Remember that your information will stay private and secure.
   - The same privacy laws are applied to telehealth as to in-person medical services, so you can rest assured that your information will be safe and confidential. Your provider can share more information about safety during your telehealth visit, just ask!

Here are some tips to make your video visit experience a success.

Did you know that 40% of Americans have used telehealth services since the beginning of COVID-19?

65% of telehealth users have reported it is more convenient. Use these steps to enjoy all the benefits that telehealth has to offer!

**Source:** Upd ox Survey, May 2020 - bit.ly/2UJPB4n