

Telehealth Visit Checklist *for adults*



1 PREPARE YOUR TECHNOLOGY

- Make sure your computer, tablet, or smartphone is fully charged.
- Test your internet connection and make sure it's reliable.
- Download and open the telehealth app or platform your provider uses.
- Test your camera, microphone, and speakers, to ensure they work.
- Consider using headphones for clearer audio, if needed.

2 SET UP YOUR HEALTH INFORMATION

- List your current medications, the doses, and how often you take them.
- Note your recent symptoms or changes in your health.
- Have a list of questions for your provider.
- Keep any recent test results or medical reports handy and available.

3 SET UP YOUR SPACE

- Find a quiet, well-lit room without distractions.
- Sit close enough to the camera so your provider can see you clearly.
- Make sure you have water or medications nearby, if needed.

4 INVITE HELP, IF NEEDED

- Ask a family member or caregiver to be nearby for support.
- Have someone assist you with setting up the technology if you are unfamiliar with it.

5 DURING YOUR TELEHEALTH VISIT

- Introduce yourself and confirm your name, date of birth, and location.
- Speak clearly and describe your symptoms fully.
- Show any relevant physical signs (like a rash) to the camera, if requested.
- Take notes on advice, instructions, or follow-up steps.

6 AFTER YOUR TELEHEALTH VISIT

- Confirm your next appointment or follow-up plan.
- Make sure you understand medication changes or new prescriptions.
- Ask how to reach your provider for questions later.
- Save any visit summaries or documents.

Tip: If you are new to telehealth, try a practice session with a friend the day before your appointment.

Note: This content is for informational purposes only and does not constitute legal advice or interpretation. NETRC encourages you to consult the appropriate state agency, internal colleagues, or an attorney for guidance. The Northeast Telehealth Resource Center has been made possible by award number U1U42523 from the Office for the Advancement of Telehealth: HRSA / DHHS.