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TIPS for a Successful Telehealth Session

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

Telehealth is gaining in popularity and experts agree it is here to stay.

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

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 and keep your internet connection stable



2



Keep your background as simple as possible.

Avoid things that could be distracting behind you, such as clutter. Also clothing that is not too "busy" - stripes don't work well.

If you don't have a simple background, some telehealth platforms, such as Zoom, have virtual backgrounds you can use.

3



Face the brightest part of the room.

Avoid bright light windows behind or next to you. This may make it hard for the camera to see you. Add lamps to create bright light throughout your room.

Avoid using "open" networks to connect to the internet - use a private network that requires a password.

Use your mute button when you are not speaking.

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, child, or cell phone.

5



Adjust the camera so your face is centered on the screen.

Sometimes this means adding height to your camera or monitor using books or something similar. If you are with someone else, make sure they are visible on the camera, too.



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.

Speak up if you are having technical difficulties or trouble seeing or hearing.



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!



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

*Source: Updox Survey, May 2020 - bit.ly/2UP3B4n