

Telehealth Appointment Tip Sheet

What is telehealth?

Telehealth is the use of videoconferencing (live video on computer) for appointments with your provider when they are at a different location than you. This technology allows you and your provider to discuss and share health information and images without the need for you to travel to a clinic. Laws that protect privacy and confidentiality of health information also apply to telehealth.

What equipment do I need?

To participate in telehealth appointments from your home, you need one of the following devices:

1. Desktop computer with a webcam and speakers
2. Laptop computer with built-in webcam and speakers
3. Tablet device with built-in webcam and speakers
4. Smartphone

Where is the best place to do a video call?

When deciding the best place in your home, you will want to choose a space that is private and away from household members, coworkers, pets or any other potential distractions. Here are some additional recommendations:

- Adjust your light. Some small lighting tweaks that can have a huge impact include placing a lamp or other light source behind your monitor, pointed toward you. Also, make sure you don't have too much light behind you. If you're on a laptop, make sure the camera is at eye level and not pointing up at the ceiling lights, or down at the floor.
- Choose a quiet, private location. Identify a suitable room that is quiet, private, and free of distractions. To keep background noise to a minimum, close any doors and shut any windows.

What should I expect from the telehealth appointment?

Before the appointment

- Make a list of questions that you have for your provider that relate to your care.
- Log in to your Patient Portal 10- minutes prior to your appointment.
- Complete and submit all necessary forms
- Test your connections prior to your appointment.

During the appointment

- Interact with your provider the way you would in a traditional appointment.
- Share any concerns or issues you are having understanding the provider.
- Ask your provider for a care plan, identifying next steps, if one is not provided.

After the appointment

- Schedule a follow-up appointment, if necessary.
- Fill your prescription, if one is prescribed.
- Follow any additional steps suggested by your provider.



Campus Health

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