

Patient Video Visits Tips



- **USE A QUIET LOCATION** free from disruptions, noise. Shut the door to the room and let everyone know you are in a video conference visit.
- **AVOID HIGH TRAFFIC AREAS** within your home/work like the kitchen, break room, lobby or kids play area.
- **AVOID USING PUBLIC SPACES** such as your car, restaurants, or coffee shops for video visits to ensure you keep your information confidential.
- **BE CONSCIOUS OF WHAT YOU ARE WEARING** especially if you were to stand up and move across the room.
- **SET YOUR CAMERA AT EYE-LEVEL** and check that you can see your face centered on the screen.
- **CLOSE ALL APPS ON YOUR DEVICE** to avoid camera/audio/connectivity issues during the visit. If at home, make sure others are not using the internet for gaming, movies or video conferences during your visit.
- **WHEN PROMPTED "ALLOW ACCESS"** or say yes to a pop-up asking to use the camera and microphone on your device for this video visit.
- **ADJUST LIGHTING OR POSITIONING** by ensuring you are facing the lights in the room (windows, lamps, etc.) and they are not behind you. The physician needs to see your face without shadows.
- **KNOW WHO TO CALL FOR TECHNICAL DIFFICULTIES** by having the number in front of you during your visit. If there is a test site, test your device before your scheduled visit time.
- **BE PREPARED** by having your health history, medication lists, questions and concerns written down in front of you.
- **CHECK YOUR WITH YOUR INSURANCE** prior to your visit, to ensure video visits are covered to avoid any unexpected bills.