

Telemedicine Tips for Patients and Families/Caregivers



We want to partner with you for the best health care for you and/or your child. Here are some things that you can do to make the most of your telemedicine visit. These are only suggestions. If you cannot do everything listed, that is okay. Please contact your health care provider if you have any questions.

If a child is the patient, they should be present with a parent or caregiver at the visit unless your clinic staff tells you otherwise. If you need to meet with your health care provider without your child present, let your provider know.

Before the visit:



- Did you check with your health care provider what time you need to log into your telemedicine visit?
- Do you have your login information ready?
- Do you know who to contact if you have trouble logging in? (Your provider should have told you who to contact.)
- If you need an interpreter, did you tell your health care provider ahead of the visit?
- Do you know your (or your child's) most recent height and weight?
- Do you have questions for your health care provider written down where you can see, so you do not forget to ask them during the visit?
- Do you have paper and pen ready in case you want to take notes on things your health care provider tells you?
- If your child is the patient, do you have a quiet toy or entertainment ready if your child will be on the visit?
- If your child is the patient, do you have snacks ready for your child in case you might need them during the visit?
- Are you wearing clothes that you would normally wear to a doctor's office?

Prepare your space...remember, this is *your* visit!

Ensure privacy:



- Are you in a private location without other people who are not part of the visit? (If there is not a private spot in your home/area, you can consider sitting in a parked car depending on the nature of your appointment.)
- If you have a headset or earphones, do you have it ready to use so others cannot overhear what your health care provider is saying?
- Are you in a space that is free of distractions (for example, TV off, phone ringer muted)?
- Have you let other people in the home/area know that you are an important call and should not be interrupted?

Telemedicine Tips for Patients and Families/Caregivers



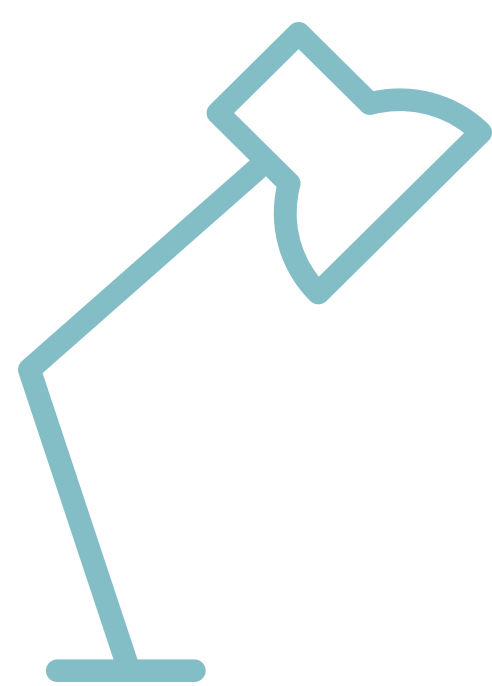
SERN
SOUTHEAST REGIONAL
GENETICS NETWORK

Ensure you position your camera so that your health care provider can see you well to give you the best care possible:



- Is your device placed on a solid surface? (Moving the device during the visit can make your health care provider distracted or nauseous.)
- Are you seated in front of your device?
- Are you at eye-level with your device? (You may need to put your device on books or something to raise it up.)
- Is your device propped up so that you are looking straight at the screen rather than placing it flat on a surface?
- Is your camera positioned so that your face is in the center of the screen?
- Are you using the self-view feature (if available) so you can see how others see you?

Ensure proper lighting:



- Are you sitting in a well-lit area so your health care provider can see you clearly?
- Are you sitting without your back to a window or other bright light? (The light can flood the camera and you will not be seen.)

During the call:



- Remember not to participate in a telemedicine visit while you are driving, shopping, or doing some other activity.
- Remember to turn off other web applications on your browser on computer or phone so you are not distracted during the visit.
- Remember to mute your microphone when you are not speaking, especially if there is background noise.
- Remember to let your health care provider know if you are having trouble seeing or hearing them.
- Remember to let your health care provider know if you have any questions or concerns at any time.
- Remember to let your health care provider know if you need to take a break during your visit.