

# Making the most of your telehealth appointment

## Prepare for the appointment:

### Make a list of questions you have:

- Why did you schedule the appointment?
- What symptoms do you have?
- Do you need to get or discuss test results?
- Do you need any new medications or refills?

### Day of the appointment:

- Take your vitals if appropriate (weight, pulse, temperature, blood pressure)
- Have a list of your current medications and medical conditions
- If the appointment is for someone else, make sure that person is available
- Have a pen and paper to take notes

## Get your tech sorted out

- Ask what platform the meeting will use (such as doxy.me or Zoom), and install any program you need
- Check your email (including junk folder) for information about your appointment
- Practice with the technology if possible or search you tube for instructions
- Make sure your microphone and video camera work, and that you know how to unmute yourself
- Make sure your device is fully charged
- Quit all other applications, and find a stable Wi-Fi connection in a quiet place
- Headphones may provide better sound quality
- Place your device at head height with good lighting so your face is visible

## Make the most of your time

- Review your list of questions and concerns with your provider
- Take notes of what your provider is saying or ask if it's okay to record the session
- Ask that a written summary of the appointment be provided to you
- Before the call ends, ask if you need another appointment or other follow up care

## Teletherapy appointment with a PT or OT

- Point the camera towards the area you will be working on (such as hands, or feet)
- Ask the therapist to demonstrate exercises or stretches
- Ask the therapist to email you a list of exercises or stretches with photos or videos included
- If you have questions about medical equipment, make sure that it's close by