

Preparing for a telemedicine visit

The term "telemedicine" simply means that your healthcare provider will be conducting your appointment via telephone, email, or video-conferencing.

Virtual visits can be a **convenient and effective** way to connect with your primary care provider or gastroenterologist.

Planning for your first virtual visit?
Here are some tips that can help!

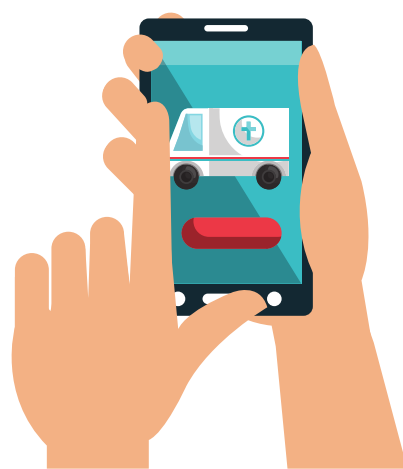


How will you connect?

- Before setting up an appointment, ask your doctor's office if you will connect by phone or video.
- If video, ask if they will be sending you a link to connect, or if you will use your patient portal.
- Do you need to have certain software like Skype, What's App or Facetime?
- Confirm the exact time and be near your phone or computer at the appointed time.

Avoid any technical glitches

- Be sure you know how to log into the necessary portal, app or platform on the device you will be using for the visit. Some platforms work better on mobile devices like tablets or smartphones.
- Do you have your log-in and password, if needed?
- If you can't log in, call the office to guide you, ideally the day before.
- Check that your camera, microphone and speaker are working properly for a video visit.



Set the Stage

- Find a quiet space with minimal interruptions close to your router or computer.
- Turn off the TV and any noisy devices.
- If possible, sit in front of a solid-colored wall rather than a patterned or cluttered background.
- Make sure you have proper lighting so that your face can be clearly visible.
- If you're using a phone or tablet place it in a stable position rather than holding it.

Be Prepared

- Write down any symptoms you are experiencing as well as your questions or concerns and place them near your computer or device..
- Have your medications handy -- either a list of all your prescriptions, over-the-counter medications, vitamins, and supplements or the actual bottles.
- Write down any instructions and ask if there are any materials that will be sent to you.
- Don't forget to confirm if and when you will need a follow up visit.

