

Checklist for a Successful Telehealth Visit

The checklist below can help prepare you for a successful telehealth visit.

Devices, technology and more

You will need:

- A computer, tablet, or smart phone with a microphone and camera installed. If you're using a computer or tablet, have your phone with you in case your care team needs to call you
- Internet connection via mobile, WiFi or wired internet
- Zoom app installed on the device you're using
- Your medication bottles to review with your providers and request refills, if needed

You may want:

- Headphones to help you hear your provider clearly and eliminate background noise
- A family member, trusted friend or other caregiver to help listen and ask questions. You can share your Zoom link with the person you want to join if they aren't with you in person.

How to prepare

A few days before your visit:

- Read the [directions to download and install Zoom](#). You do not need to create a Zoom account to have a telehealth visit with your SCCA provider
- Review the email from SCCA that includes your Zoom link and instructions
- Find a good space for your visit – an ideal space is:
 - Quiet and private to avoid any distractions, such as TV or phones
 - Well-lit so your provider can see you. It's best to have light on your face not behind your back
 - Comfortable so you can enjoy your visit
- Make sure you have a stable internet connection and your webcam works well
- Do a practice run to make sure your internet and device can run Zoom
- Write down any questions for your provider
- Call your care team if you need any language translation services

A few minutes before your visit:

- Get your space and device ready
 - Plug in your device to ensure it has battery throughout the visit
 - Set your web cam at eye level
 - Make sure your volume is on
- Close out any extra program and windows on your device. Having these open may slow down your internet connection
- Have the following with you:
 - Zoom link for your appointment
 - SCCA's Patient Support phone number: (206) 606-2800

After your visit:

- Ask your healthcare team when and how you should follow up

Feedback

You may get a survey about your telehealth appointment. Please fill it out if you can. Your comments are very important to us – we read every one and use them to improve our care. You can also give feedback by emailing our Telehealth department at telehealth@seattlecca.org.

Questions?

Please contact SCCA's Zoom support team if you have any technology related questions at (206) 606-2800 or telehealth@seattlecca.org.