

## 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 ([Patient Zoom Instructions](#))
- 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:

- 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
- 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:
  - The clinic's phone number on-hand in case you are running late or have questions
  - If you have technical issues with MyChart or Zoom, call our 24/7 patient support line at 206-520-5151

**After your visit:**

- Ask your care 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.

**Questions?**

Please contact our 24/7 Patient Support team at (206) 520-5151 for any technology, Zoom or MyChart questions

To reschedule, confirm, get a link sent to you, or make changes to your appointment, call your care team.

To provide feedback on your Telehealth experience at SCCA, please email us at [telehealth@seattlecca.org](mailto:telehealth@seattlecca.org).