

# Tips for a Successful Virtual Doctor Visit

- Make sure you're available before your virtual appointment to answer any questions that your provider's assistant might have. In some cases, your provider's office might call between 15-20 minutes before your appointment or they might call the day before. The assistant might ask about the dosage of your medications, how often you're taking them and whether you've had any recent tests or lab work done. Also, be sure to have your medications nearby so you can refer to them. \*
- Remember your visit is just like at the doctor's office. A 2 pm appointment may not start right at 2 pm. There's still a chance the doctor is running late, additional patients were squeezed in, technology may not be working causing delays, etc.
- Be sure to practice showing what you'll be showing to the doctor to be sure you're capturing/showing what you need to. If the visit will be via Zoom, be sure to familiarize yourself with the platform prior to your appointment.
- Ask for the provider's direct contact information (email, phone) in case you are disconnected.



- During your virtual visit, place your phone, tablet or computer on a level surface instead of holding it while speaking to your provider. Make sure your provider can see your face and your upper chest. Unless you're really feeling poorly, try to stay upright and seated during your visit and don't move from one room to another. When you are speaking, your doctor or specialist may examine the way your chest moves and if your facial muscles are moving synchronously. \*
- Similar to taking photos, make sure that the light source in the room is to the side or above and not behind you. It's difficult to see patients when they are sitting in front of a window with the shades open. Also, make sure that your camera screen is free from dirt for the best possible visual inspection. \*
- Be sure to have paper and a pen with you so you can take notes during the visit. It's also helpful to have a penlight or a flashlight on-hand so that you can spotlight areas on your body where you may have a rash or injury. Or, you can take a picture of the affected area and ask the assistant how to send it to your medical provider. \*





- Avoid having virtual visits in a room with background noise, such as in a kitchen, or with a pet nearby. If possible, have someone else care for young children or animals in another room so you and your provider can focus on your visit. \*
- If they're not in the room to assist or provide additional information for your virtual visit, ask guests or family members to wait in another room until your appointment is over. Since sensitive information will be discussed during your visit, this can help protect your privacy. \*
- Keep in mind that the audio may be delayed on your end or your provider's. Use shorter sentences and allow more pauses in the conversation so that your medical provider doesn't miss anything you say. \*