



CHICAGO NEUROSCIENCE INSTITUTE

## Preparing for your Telehealth Visit

**TELEHEALTH VISITS** Telehealth visits use audio and/or video telecommunication methods to connect you to your healthcare provider. These are sometimes called “virtual visits”. You will be able to hear, talk and in some cases see your provider. Currently, these visits can be done between you at home and your provider in their office. The telehealth appointment is private, using secure solutions to make the connection. You may be billed for the visit the same as if you were seeing your health care provider in person.

### HOW TO PREPARE FOR A TELEHEALTH/VIRTUAL VISIT

1. Go to our facility website at [www.ChicagoNeuroscience.com](http://www.ChicagoNeuroscience.com) to download a telehealth consent form. Please sign, date and return the consent form. Forward the completed form to our office via email ([services@CNIhealthcare](mailto:services@CNIhealthcare)), fax (847-888-1868) or regular mail. This consent form must be received before the scheduled time of the telehealth visit.
2. Decide which device you will use for the visit. Telehealth/virtual visits work best when your doctor can clearly see you. There are many options for the visit:
  - Desktop computer with external webcam and microphone
  - Telephone conversation when other options are not available or appropriate
  - Laptop with webcam (integrated or external) and microphone
  - Tablet with camera (iPad or Android tablet)
  - Phone with camera (iPhone, Android phone, Windows phone)
3. Plan where you will be during the visit. Make sure the space is private, so you can discuss personal health, healthcare and related information. You should participate in the visit in a quiet, well-lit room. You can sit near a window for natural light or near a lamp. Do not sit directly in front of the window or lamp, or you will appear like a shadow. Find a steady and sturdy location to place your laptop, tablet, or phone. Do not hold your tablet or phone during the visit, for this may result in blurry image. If you are using a webcam, place it at eye level if possible. Prop up your phone or tablet with a stand. If you do not have one you could make one. Your healthcare provider may direct you through an examination process, so you may need to move your chair or the camera during the visit.
4. If possible, use a wired internet connection (with a cable), or make sure that your phone is connected to your home’s wi-fi. Please check the connection integrity prior to your scheduled telehealth visit to avoid having to cancel and reschedule.
5. You may receive instructions from us about using our available telehealth solutions. If possible, do a test call with a friend or family member to make sure everything is working.
6. You can also have a family member or friend added to the visit, but they will need to be invited to the visit. You are required to inform us about any other parties who may be present in person or indirectly during your telehealth visit. We may require the additional parties name, phone number or email.
7. If possible, arrange for someone to be with you for the visit. This person can help adjust the camera, troubleshoot any technical problems and help your doctor during parts of the exam.

8. If you have balance problems or fall frequently, you should have someone with you during the visit to make sure you are safe.
9. Please complete any forms sent to you by your provider. If possible, send these back to the provider before the visit using a patient portal, email, or fax. Forward a copy of relevant notes or charts that may assist your provider, or which may have been recommended by your provider. You may forward the documents using a patient portal, email, or fax. The information should be forwarded 1-2 hours before your scheduled telehealth appointment.
10. Make sure your space is quiet. Put your pets in another room. Have someone watch your children, preferably in another room. Turn off the TV, radio, or any other things that may make noise.
11. Make sure your computer or device is ready for use during the telehealth visit by taking the following steps:
  - Be sure that your laptop, tablet, or phone is either fully charged or plugged in.
  - Check your audio: Make sure your volume is on (sound not muted). Test your microphone.
  - Test your video to make sure that the lighting is good – turn on overhead lights, put a lamp near your phone, or sit near (but not in front of) a window.
  - If you are using a computer with a webcam, try to have the webcam at the same level as your eyes.
  - If you are using a smartphone or tablet, you will need a steady surface to prop up your phone.
  - Close any other programs that are running on your computer, tablet, or phone.
12. Have our facility and/or your providers number handy, in case you have technical problems and need to call.
13. Dress appropriately. Your healthcare provider may need to do an exam, so if possible, wear a short-sleeved shirt or T-shirt, shorts, and socks without shoes.
14. Wear your glasses and hearing aid if you need these to communicate and interact during the session.
15. Prior to the telehealth session write down anything you would like to ask or discuss with your healthcare provider. Have a list of your current medications in your current nutritional supplements.
16. Try to have a paper and pen to take notes and write during the exam.
17. If you can, check your “vital signs” before the visit. This should include temperature, using a thermometer; Blood pressure, with a home monitoring blood pressure device; weight, if you have a scale at home; and digit oxygen saturation if you have an over the counter pulse oximeter.
18. If you have been asked to use a video teleconferencing system such as Zoom, please join the telehealth visit at least 15 minutes before the scheduled time, so any problems can be addressed.
19. Your provider will introduce themselves and anyone else on the video visit. You should do the same.
20. Please immediately inform your provider know if you cannot hear or see them well. In addition, please inform your provider if you are having any technical difficulties.
21. At the end of the telehealth visit, please acknowledge and confirm whether you require any referral information, nutritional supplement recommendations, any testing to be scheduled, a follow up appointment, and the best way to contact your provider with any outstanding concerns or questions.
22. Please provide your healthcare provider with feedback about how the telehealth visit went. Remember that this visit type is new to everyone.