Telehealth Best Practices for Patients

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Preparation Before the Appointment:

- Check your technology: Ensure your device (computer, smartphone, tablet) is fully charged and connected to a stable internet connection. Confirm that your camera and microphone are functioning properly.
- Download necessary apps: If required, download any apps or platforms needed for the telehealth session in advance. Make sure you're familiar with how to use them.
- Test your equipment: Run a quick test to ensure everything works smoothly before your appointment. You can do this by joining a test call or checking your device's settings.
- Find a quiet and private space: Choose a quiet room where you can focus on the conversation, and where others won't interrupt or overhear sensitive information.

During the Appointment:

- Join the call on time: Log into the telehealth platform a few minutes early to avoid delays.
- Ensure good lighting: Position yourself so that your face is clearly visible. Avoid sitting with your back to a bright light source (like a window).
- Minimize distractions: Turn off or silence other devices to stay focused during the session.
- Be ready to share information: Have your medical history, medication list, and any recent test results on hand to provide the healthcare provider with relevant information.
- Ask questions if needed: Don't hesitate to ask for clarification if something is unclear during your consultation. It's important to understand your health plan.

Post-Appointment:

- Follow up as necessary: If you need any further instructions or prescriptions, make sure to ask about how to get them after the session.
- Keep your doctor informed: If there are any changes to your health, be sure to follow up with your healthcare provider.

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