

Preparing for your Telemedicine Visit

By Rabia Malik, MD, Rush University Medical Center

1. Checklist. Before your visit begins, you need these items:

- **Smart phone or ipad.** It should be fully charged. If it's not charged, then make sure it's connected to a power source. Alternatively, you can use a laptop or desktop computer with camera. However, in my experience some apps are not supported on the laptop or desktop, and so the experience may be easier and more efficient on your phone. Be sure to prepare your device in advance.
- Internet connection
- Instructions from your healthcare provider's office
- Download the app. Your doctor's office staff will tell you how to download the app onto your device, and how to access your visit. The app is usually free.

2. Set up needs to happen a few days before your clinic visit, especially if it's your first time using the app.

- Sign into your patient portal or app to ensure that you have the correct login information and password. If you have problems getting into the application, now's the time to troubleshoot.
- Appointments can be accessed through a link sent via text to your phone or email. Click the link.
- If you're using an app, each one is a little different. Usually there is a section in the app that lists your upcoming e-visits. You can go into that section and see details about the visits you have scheduled. When it's time for your visit, click into it and connect.
- The clinic staff should be able to help you trouble shoot. If you have questions, call the office and have them work through the app with you.
- It often helps to have a family member provide tech support and hold the camera/device.

3. On the day of the visit.

- Log in 15 minutes prior to your visit.
- Position yourself in a quiet and private area.
- Minimize noise, distractions (turn off TV).
- Make sure the room is well-lit.
- Avoid eating and drinking, just as you would in a clinic visit.
- Be patient as you may encounter technical challenges like video freezing, audio lag (It's also challenging for your doctor!)



Photo by Rabia Malik



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Avoid backlight.

Position the camera so your face is well-lit from the front. Your doctor will want to clearly see your face and eyes.



Photo by Rabia Malik

Make sure your doctor can see your entire face. Prop your camera on books or boxes to get the right height and angle.

Your doctor also will want to see your walk (your gait). Have a family member present if you need support. If you are by yourself, prop your camera on a chair vertically. The lower level allows the doctor to see your whole body as you move and check your leg strength.



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