

TIPS FOR A SUCCESSFUL ONLINE DOCTOR VISIT

CHOOSE A SPACE TO HAVE YOUR VISIT

- Choose a quiet area where you can discuss personal details with your provider in private.
- Sit in front a simple background so your provider can clearly see you. A plain wall or door is recommended.
- Try to ensure that you'll have good background lighting and that you can control any external noise sources so your provider can clearly see and hear you during your visit.
- Check that you have a strong Internet connection or cellular signal in the space you've chosen to have your visit. If you are using Wi-Fi and your connection is weak, make sure communal use of Wi-Fi is limited during your visit. If the issue persists, consider hardwiring into your Internet connection.

PREPARE FOR YOUR VISIT

- Set your laptop or device up at or above face level to make sure you provider can clearly see you.
- Sit two to three feet away from the camera for best visibility.
- Keep a set of headphones or a headset handy in case there is unexpected feedback from your microphone or speaker; using these will help reduce some of that background noise.
- Make sure all applications are closed on your device or laptop so there is no interference with your camera settings.
- Have your username and password handy to make login easy. If you have trouble logging, ensure your CapsLock key is not selected. If you still can't login, click the "I forgot my email or password" button to reset them.
- Before you enter the waiting room for your visit, make sure to provide a phone number in the case that you are disconnected from your provider or there is trouble with the connection.

FOCUS YOUR ATTENTION

- Remember to look directly at your camera instead of the screen to make direct eye contact with your provider.
- Remember that a visit should never be launched while you are driving or operating any kind of vehicle. Your provider will not be able to continue with your visit in this case.