

Preparing for Your Virtual Health Care Visit

CVPH's Telehealth program allows you to safely and securely connect with your provider in the privacy of your own home, while cutting down on travel and office wait times.

Here are some tips to help ensure your visit goes smoothly:

Where to host your appointment

- Choose a private space where you won't be interrupted.
- Try to maximize front-facing light.
- Avoid sitting in front of a window or glass door with too much light behind you.
- Your location should have reliable internet access, if doing a virtual visit.

Check with the office staff about:

- Do you need to install any apps or software?
- Will you receive a link connecting you to the visit?
- Can they send a test link to see if it works?
- What billing details do you need to prepare for your visit?

Make sure your technology is ready

- Consider what technology works best for your visit (computer, tablet, smart phone, etc.)
- Download any app or needed software
- Ensure your camera and volume are working.
- Have the phone number for your provider's office in case you need technical support.

Final pre-appointment checklist

- Make sure your device is charged.
- Ensure you have your link and any information needed to access the appointment.
- Prepare in your private location 15 minutes before your appointment.
- Have any notes ready that you want to discuss with your provider.



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