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Division 37
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Telemedicine Tips for Patients

Telemedicine is changing healthcare for the better. Even though telemedicine appointments are becoming popular, video conferencing can be a challenge. Below are a few tips to ensure you are getting the most from your virtual visits.

Use the best equipment available to you and the strongest data connection

- Using proper equipment will allow you to communicate with your provider effortlessly. It is important to use a quality camera to allow your provider see you clearly and the fastest internet speed available to you to limit glitches. You will feel more comfortable with a clear view of your physician during telemedicine visits. If the space you are in is not quiet, using headphones can be helpful.

Virtual Visits are just like office visits

- Please consider signing in a few minutes prior to your visit. Just like coming to the office, there are some materials you must read and acknowledge when signing in for your virtual visit. Your appointment is scheduled just like any other office visit and our goal is to be as on time as possible. You can sign in to the “virtual waiting room” 15 minutes prior to your appointment.

Find a private and quiet space to sign in

- Our recommendation is to sign in for your virtual visit where you have no outside distractions.

Please provide feedback

- We want to provide you with the best possible experience and give you the perfect WEBSide manner.

Telemedicine visits can be a little bit more confusing than traditional office appointments. Since there is no physical paper with instructions, ensure that you have the necessary information to pick up electronically prescribed medication and to schedule a follow-up virtual appointment if needed. Take notes if you find that helpful. By enrolling in our Patient Portal you will have access to the patient plan summary your provider will prepare at the end of the visit. If anything isn't clear, don't be shy! Ask questions!

We look forward to offering you care in a new and convenient way

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