

Telehealth Visit Tips

Preparing for a telehealth appointment ensures you can focus on your health rather than your technology. Follow these steps for a smooth, successful visit.

1. Connection

- Use a strong, reliable connection (such as your home Wi-Fi network). Public Wi-Fi or mobile data may not be stable enough.
- Check that your device is connected to the correct network in your system settings before the call begins.

2. Camera & Microphone Access

- Mobile Devices: Open settings, find your telehealth app, and enable both the camera and microphone. Ensure permissions are allowed, nothing is muted, and your volume is turned up.
- Computers: Go to browser settings (such as Chrome, Safari, or Edge) and look for privacy or permissions to allow access for the telehealth website.

3. Clear Cache

- Mobile App: Go to settings, find the telehealth app, and select “clear browsing data/cache.” Confirm the selection and reopen the app before your visit.
- Computer: Open browser settings, navigate to Privacy & Security, and select “clear browsing data.” (Choose to clear cached images, files, and cookies).

4. Login Early

- Log in at least 10 minutes before your scheduled appointment time. This ensures your technology is functioning correctly and allows time for any last-minute troubleshooting.

5. Reduce Distractions

- Choose a quiet, distraction-free environment. This helps you focus, hear your provider clearly, and communicate effectively during your visit.

The Backup Plan

Technology can fail regardless of preparation. If we get disconnected and cannot reconnect, your provider will call you at the phone number we have on file. Please keep your phone nearby during your appointment time.
