



How to Do a Virtual Visit With Your Healthcare Provider



Patient Checklist

Doing your next healthcare provider's appointment via videochat is a great way to see your provider and get quick treatment, without the wait or the commute to the provider's office.

With that huge bonus in convenience, more and more patients are trying out virtual visits and reporting they love doing them.

Ready to do your first video visit with your provider?

Here's a quick checklist to make sure your appointment is a truly positive, and free of technical glitches.

GETTING STARTED



1. USE A HIGH QUALITY WEBCAM.

Virtual visits work best when your provider can clearly see you. That means, you need to use a quality webcam. The good news is that many devices and computers now come with high-quality integrated webcams.

If you already have a webcam, test out the picture quality by doing a video call with a friend. If you think you need to purchase a webcam, check out this [list of a few top-rated webcams](#).



2. SET-UP THE CAMERA AT EYE-LEVEL.

Whether you're using an integrated or external camera, try to set things up so that the camera is approximately eye-level. This will make it easier for your provider to see and engage with you.



3. USE QUALITY SOUND EQUIPMENT.

Most computers and high-quality cameras have a decent built-in microphone and speakers. Test yours out using a sound recording program on your computer or by doing a call or video chat with a friend.

- Can the other person clearly hear you?
- Do you need to talk more loudly or get closer to the mic?
- Can you hear them ok?

If you're having audio issues, you may want to purchase an external mic or headset. Here's a list of top-reviewed desktop [microphones](#) and [headsets](#) that won't break the bank.



4. SET YOUR NOTIFICATIONS.

Most platforms for virtual visits have a notifications system that will let you know when your provider is ready to see you. At eVisit, we offer the option to get notifications via email, phone, and text. Decide which option works best for you and make sure to set them up.

PREPARING FOR THE VIRTUAL VISIT



1. TEST OUT YOUR WEBCAM.

Before you start your online appointment, make sure your webcam is working. Open up the webcam via your control panel or a video app like Skype to test it out.



2. MAKE SURE YOUR VOLUME'S ON.

Yes, we know it's simple, but we've all made this mistake! Check your sound to make sure it isn't muted. You can also quickly open up a video online, or a song on a music player to test out your audio.



3. TEST YOUR MICROPHONE.

Try out your microphone. Open a recording program to test, or look for the microphone device in your control panel.



4. PLUG IN YOUR COMPUTER OR MOBILE DEVICE.

The last thing you want is for your power to die in the middle of the visit. Make sure your computer or mobile device is either fully charged or plugged in before the visit starts.



5. USE A WIRED INTERNET CONNECTION.

It's fine to do a virtual visit over a wifi connection, but your computer is less likely to lose connection if it's plugged directly into the internet with a wired ethernet cable. (If you're on a phone and you are experiencing bandwidth issues, try connecting to your home's wifi. We recommend using a connection of at least 3mbps.)



6. CLOSE UNNECESSARY PROGRAMS.

Having too many other things running on your computer or device can strain its memory and reduce the quality of your videochat. Before starting a virtual visit, close as many unnecessary programs as possible. If you haven't restarted your computer or closed out of your browser in awhile, you may want to do that as well.



7. USE THE RIGHT BROWSER.

If you're using an online web app, it might have certain requirements for what browser it runs best on. For instance, we recommend running the eVisit web app on Chrome or Firefox. Find the software's help or technical support sections to check what browsers you should use.



8. DRESS APPROPRIATELY.

Your provider will be able to see you, so make sure you're dressed appropriately.

PREPARING FOR THE VIRTUAL VISIT



9. FIND A QUIET SPACE.

Whether you're at home, at work, or traveling, try to find a quiet space where you're not likely to get interrupted. You'll feel more comfortable with a little privacy and you're less likely to be distracted during the visit.



10. ADJUST THE LIGHTING.

Before you start a virtual visit, test out the lighting. Is your image clear? Is the picture too fuzzy and dark? Try turning on overhead lights and blocking light from windows, which can lead to too much background light in the video.



11. NOTE ANYTHING YOU'D LIKE TO ASK OR DISCUSS WITH THE PROVIDER.

Take a minute or two before starting the virtual visit to jot down any questions you may have for the provider.



12. HAVE YOUR HEALTHCARE PROVIDER'S NUMBER HANDY.

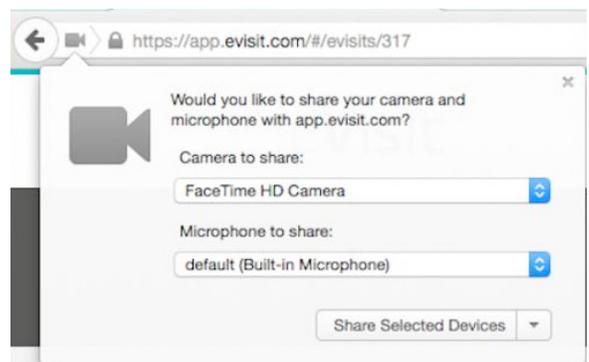
Just in case you have a technical issues or other problem come up, have your provider's number on hand. Give the practice a call to keep them updated on any problems. You can also contact eVisit's support team at support@evisit.com if you have any technical issues.

DURING THE VIRTUAL VISIT



1. SHARE YOUR SCREEN WHEN PROMPTED.

Some telemedicine web apps may prompt you to share your screen to start the video chat. Here's an example of how this looks in the eVisit platform.



2. STAY ENGAGED.

Act like you would during an in-person visit: ask any questions, give the provider a thorough explanation of your medical issue and symptoms, and listen closely. Make sure you're looking into the camera and staying close to your device so your provider can see and hear you.



3. PAT YOURSELF ON THE BACK.

You just did your first virtual visit! Make sure to follow any instructions your provider gave you and share any feedback so we can improve the virtual visit experience.