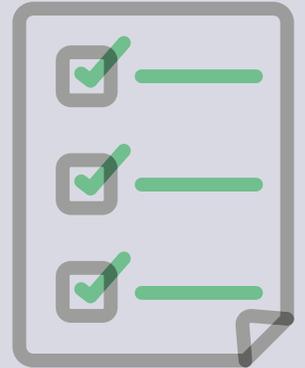


# Telehealth: Preparing for an Appointment



## HOW TO PREPARE FOR AN APPOINTMENT

- Make sure you are in a private place
  - If that is not possible, let the provider know at the start of the call
- Check your internet or phone connection
- Make sure your device is plugged in or fully charged
  - Check your camera and microphone to make sure they work
- If you are connecting with an app, download it in advance
  - Do a test call, if possible
- Sit in a place with good lighting
- Have pen and paper available for notes
- Have the meeting link available or telehealth app open at the time of the appointment
- Wear clothes that you would normally wear for a doctor's appointment



## VIDEO APPOINTMENTS

- Communication is face-to-face using your computer, laptop, or smartphone
- You may have to wait to get connected to a provider
  - Waiting time is often shorter, and you can do other things while you wait
- You may be checked in by a nurse or office staff
- You will be asked to give identifying information to confirm who you are
- You may be asked if anyone else is in the room with you, if you are
- accessing telehealth at home
- Make sure to talk clearly about your symptoms and answer questions simply
- Make sure the provider can see you and do not move around too much
- Some visits may include the use of equipment that helps your provider get extra health information about you



## PHONE APPOINTMENTS

- Similar to video visits, without the visual contact
  - Visits are often shorter, and less can be covered or diagnosed

## WHAT HAPPENS AFTER?

The end of a telehealth visit is similar to an in-person appointment. If needed, you will schedule a follow-up appointment. You will be billed for the services you received. Your provider will let you know about any other next steps for your health care.

For more information on telehealth, visit the Wyoming Telehealth Network at [wyomingtelehealth.org](http://wyomingtelehealth.org).



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