






Getting Ready for your Telemedicine Visit

The checklist below can help prepare you for a successful telehealth visit. If you get stuck on any item, call the Patient Support Helpdesk at **(206)-520-5151**.

Here is what you will need for your telemedicine appointment:

-  **Computer, tablet, or smart phone** with a microphone and camera. Plug your device to ensure it has battery throughout the visit.
-  **Internet or phone service.** You will need a reliable connection to have good audio and video. Test your internet connection by joining a Zoom test meeting on <https://zoom.us/test>.
-  **Download the Zoom application.** Test your access to your MyChart account or access the visit link from appointment confirmation email.
-  **A quiet, private place with good lighting.** Headphones may help you hear the provider clearly and eliminate background noise. Start your visit 15 minutes early if there are any technical problems.
-  **Pen and paper.** Write down any questions you want to ask during your visit.

Here is what to expect on during your telemedicine visit:

- **You will talk with a provider.** Just like an in-person visit they will give their recommendations and let you know what to do next.
- **Technical problems may happen – it is okay.** Let your provider know if you cannot see or hear them. If you video or audio does not work, the provider will call you and finish the visit through the phone call.