Telemedicine Visit Checklist

Follow these tips to help your telemedicine visit go as smoothly as possible.

Location
- Find a quiet and private space – close doors and windows to high-traffic areas. This may be your office, an exam room, or study.
- Remove clutter from the area where you will sit and have a blank wall behind you.
- Make sure the area is well-lit. Keep lighting overhead and/or in front of you, rather than behind you. Close blinds and drapes to prevent glares and shadows.

Technology
- Ensure your device has enough charge (or is plugged in).
- Use a hard-wired internet connection. Although Wi-Fi is acceptable, you are less likely to lose connection if you are plugged directly into the internet with a wired ethernet cable.
- Adjust the angle of your camera so you fill as much of the screen as possible.
- Test and know how to use your equipment. Have the phone number for tech support close by – just in case.
- Avoid having unnecessary apps or programs open/running on your device – this may reduce the quality of your video.

Audio
- Mute, turn off, or remove possible noisemakers such as your cell phone or overhead paging system.
- Eliminate echoes.
- Check for air noises like a fan, AC unit, or open window that may affect the microphone.
- Make sure the microphone is not blocked and the volume is on.
- Speak normally – slowly and clearly – in the direction of the camera.

Visual
- Dress professionally and wear neutral-colored clothing without detailed patterns.
- Wear jewelry that is small and not distracting (or none).
- Avoid too much movement.
- Don't look at your picture on the screen.

General
- Be on time.
- Have the patient's chart readily accessible.
- Review the patient's chief complaint and medical history before the visit. Once the visit is over, explain next steps, e.g., to pick up prescribed medication or schedule a follow-up visit in # weeks.