



Hard of Hearing

Appointment Checklist for Hard of Hearing People Using Telehealth

This checklist can help you prepare for and have a successful telehealth appointment.

Day of Appointment – 60 minutes Prior to Appointment

- Find a quiet, private space where you will not be interrupted.
- Adjust the lighting. Turn on overhead lights or close blinds/drapes to reduce light behind you.
- Close unneeded computer programs on your device.
- Have your medical history, medication list, and list of health issues ready at check-in.
- Write down any questions you have for your doctor before the appointment.
- Have your payment card and insurance card ready to provide at check-in.
- Replace or charge batteries in hearing aids, cochlear implants, and/or assistive listening devices.
- Test your camera and microphone to ensure they are properly connected and working.

When Meeting with Nurse or Medical Assistant – Prior to Meeting with Provider

- Inform the nurse of any communication needs and disclose your hearing loss.
- Check to make sure you have a correct phone number to call if you are disconnected.
- Tell the provider that you may require a chat option for clarification due to your hearing loss.
- Provide your insurance and payment information as needed.
- Inform the nurse or check in professional if you are in a new or unique location during this time in case of an emergency during the visit.
- Explain if you need extra time to process information and respond.

During the Telehealth Appointment with Provider

- Have your provider's contact information ready in case of disconnection or other technical issues.
- Be sure to inform the provider if you cannot understand what they are saying.
- Tell your provider you have hearing loss and remind them of your communication needs.
- Make sure you can see and communicate with your provider.
- Remind your provider to send an appointment summary so you do not have to take notes.
- Be prepared to reposition your camera if your provider asks to see areas of your body.
- Ask if you can provide evaluation of your telehealth experience.

To learn more about your rights during telehealth appointments, and how to advocate for your communication access, please contact the [NC DSDHH Regional Center](#) near you.



NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

This document was developed through a collaborative process involving the National Consortium of Telehealth Resource Centers.

