



How To Prepare for Your Telehealth Appointment: Before Your Appointment

There are a few things you can do ahead of time to help your telehealth visit run smoothly, especially if you are using video to talk with a provider.

Request the communication accommodation that works best for you:

- You can request a sign language interpreter for your appointment. If you request an interpreter, specify if it is for close vision, Tactile American Sign Language (TASL), or ASL. Explain to your provider that this service needs to be provided in your home.
- You can request Communication Access Realtime Translation (CART) captioning services.
- You can request large print materials.
- Confirm your accommodations are arranged.

Please see [tips on self-advocacy](#) for effective communication during telehealth appointments.

[Here are some tips for effective communication](#) through virtual platforms that you can share with your provider.

Working with an interpreter:

- Wear a solid, contrasting color top to make it easier for the interpreter to see your signs.
- Make sure there is no light or window behind you because this can make it difficult to see your signs.
- [Here are some tips if you will have a tactile interpreter](#) come to your location for the telehealth appointment.

Make lists:

- Make a list of current medications (or gather the actual bottles).
 - Please see [making your medication labels accessible](#)
- Make a list of your symptoms, questions or concerns you want to discuss during the appointment.
- Your health care provider will most likely request information about your temperature and weight, so have this information ready.

Get your webcam and devices ready:

- Choose a good place to set-up for your appointment.
 - Make sure you have good lighting.
 - Make sure the space is private.
 - Put your pets in another room (unless a service animal).
 - Reduce background noise.
 - Have someone else watch your children.
 - Turn off the TV or any other things that are noisy.



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- Make sure the computer or device that you are using for the telehealth appointment is ready and set up.
 - The computer/device should be fully charged or plugged in.
 - Check your audio to make sure your volume is on.
 - Test your video to make sure the lighting is good.
 - If using a webcam, make sure it's the same level as your eyes.
 - Close other applications on your computer/device because some applications may slow down your internet connection.
 - Think about items you use to improve communication and bring them to the appointment, for example a flashlight or magnifying glass for reading.
 - [Here are tips on setting up a webcam](#) as a person with very little or no vision.
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Troubleshooting telehealth technology:

- [Here are common troubleshooting tips](#) you can use if you are having trouble logging in to your telehealth appointment or if you have technology issues during the appointment itself.
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Other Important Tips:

- Taking notes during your telehealth appointment is a good way to remember what the provider says, so have paper nearby.
- Be sure to review any email, texts, or other communication from your healthcare provider's office with details about your upcoming appointment.
 - Your provider will send you a link to join the telehealth appointment.
- If you will need to show the provider something on your skin or a specific part of your body, wear loose clothing.
- On the day of the appointment, check internet connectivity.

Additional Documents:

For more information about how to navigate telehealth during the appointment or after the appointment click on the following factsheets

- [During the appointment](#)
- [After the appointment](#)

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.



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

