



## Hard of Hearing

### Pre-Appointment Checklist for Hard of Hearing People Using Telehealth

This pre-appointment checklist can help you prepare for a successful telehealth appointment.

#### When Scheduling and Preparing for Your Telehealth Appointment

- Ask how the appointment will be conducted? For example, telehealth platforms such as: MyChart, Doxy, Zoom, or by phone
- Ask if the provider's office will be sending telehealth software or a login link before the appointment. If so, practice using it
- Review or ask your provider for step-by-step directions on accessing the telehealth appointment
- Request any accommodations needed and let the provider know you have a hearing loss
  - Request [Communication Access Realtime Translation \(CART\)](#) captioning if you need it
    - If automatic speech recognition captioning is preferred, request that accommodation
  - Request an American Sign Language interpreter or other accommodations as needed
  - Tell the provider you need clear audio
  - Ask if there is a direct telephone number and procedure to reach a person if you get disconnected
- Ask how much time is scheduled with the provider
- Test the internet connection you will be using for the appointment beforehand
- Discuss any other concerns with your provider when scheduling
- Notify the provider if you will have someone with you at the telehealth appointment
- Change the batteries or charge any headsets or assistive listening devices you plan to use during the appointment
  - Practice using these devices prior to the appointment
- Practice using the PC, laptop, tablet, or smartphone that you will be using for the appointment

**Please see: [Appointment Checklist for Hard of Hearing People](#) and the [General Types of Accommodations for Hard of Hearing People](#) for additional telehealth guidance.**

**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.**



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

