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.

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