What Can You Do to Help Your Virtual Health Visit Go Well?

1. Scheduling your appointment:
   - Request an accommodation
   - Ask the scheduler what kind of video platform or app will be used
   - Know the reason for your appointment

2. Before the appointment:
   - Make a list (questions, concerns, medications, symptoms)
   - Review instructions for appointments from provider
   - Get your webcam ready
   - Check your background (environment/noise)

3. During the appointment:
   - Make sure you can see the interpreter or CART on the screen
   - Mute your device if you use an ASL interpreter
   - Discuss a backup plan if the software fails
   - Take charge of your communication needs

4. After the appointment:
   - Give positive feedback or suggestions/areas of improvement

Click here for a more comprehensive checklist.

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.