



Tips for a Successful Video Visit

Getting Ready:

- **Give yourself plenty of time.** You will get the most out of your visit if you are not rushed. Try to give yourself some time before the visit to relax.
- **Be comfortable.** Wear comfortable clothes. Find a place to sit where you can relax, and can easily see the camera on your phone, tablet, laptop, or computer.
- **Find a quiet room with proper privacy.** It's important that your provider can hear you well (minimize background noise); and remember that you will be discussing confidential medical information. It's therefore best if you can be in a room alone, with all doors and windows closed.
 - Please do not attend your video visit while driving or in any public place.
 - Home is typically the best location to have a video visit with your provider. If you cannot meet at home due to timing or privacy, find another location where you can speak without others hearing you (for example: a private office space or in your parked car).
 - If there are others in your household or office, it could be helpful to give them a head's up that you have an upcoming private appointment, so that you can conduct your important medical visit alone and without disturbances.
- **Sit in a well-lit area.** Turn all lights on in the room or try to face a bright window, so your provider can see you.
- **Give yourself at least 3 feet of space from the camera.** This is helpful in case your provider needs you to move around during your physical exam.
- **Let your care team know if you will be out of town** or out of the state during your appointment.
- **Have your health information ready.** If your provider has asked you to, make sure you gather any information you have been collecting at home, like blood pressure readings, or your recent blood sugars.
- **Have any medications you're currently taking within reach.** This will help in case your provider has any questions about what medicines you take or how you take them.

Your Video Visit:

- **Join the video session at least 5 minutes before your scheduled appointment time.** The visit will timeout if you are late.
Tip: Give yourself a few extra minutes if it is your first time logging in.
- **Make sure your speakers are not on mute and your volume is turned up.**
- **Make sure your camera is not covered or blocked.**
- **Avoid disconnecting or reconnecting devices such as headphones in the middle of the visit.** This may affect the sound during your visit.
- **If possible, ensure that no one on your network is streaming movies, music, or playing online video games.** This will help improve your connection with your provider.

Having Trouble?...

[Check this List of Solutions to Common Issues.](#)