

Emory Connected Care

Telehealth Visit Tips

Make the most of the time you spend with your care team during a telehealth appointment. Keep these tips in mind to help you feel comfortable and confident.

- **Be prepared.** Review all instructions prior to your appointment.
- **Test the technology.** Test your equipment before the visit and make sure everything works correctly and is plugged in or charged.
- **Check your connection.** Make sure your internet connection is strong before your appointment.
- **Keep numbers handy.** Keep your doctor's phone number and the telehealth assistance line (404-778-0645) nearby in case you have any trouble.
- **Take notes.** Write down questions you have before your appointment and have a list of current medications. Be sure to write any notes you may want to reference later or share with a loved one.
- **Invite someone to your appointment.** If you want an extra set of ears, a family member can join your telehealth appointment in person or by adding them via text or email once the visit starts.
- **Find good lighting.** Set up your smartphone, laptop, or tablet in a well-lit room, and be sure to keep your camera at eye level so your provider can clearly see you.
- **Limit distractions.** Turn off the TV and music, and keep kids or pets occupied during your appointment.
- **Find a quiet, private space.** Be sure you are in an area where you feel comfortable sharing personal, and medical details and questions.