



April 7, 2020

## **TeleHealth Pre-Visit Tips**

Telehealth allows KAP providers to provide quality medical care for certain conditions to patients during certain circumstances like COVID-19 spread, having transportation issues, further from the practice than usual, or limited time.

Follow these tips to help your telehealth visit go as smoothly as possible.

### **Location**

Find a quiet and private space at your location – close doors and windows to high-traffic areas.

Remove clutter from the area where you will sit.

Make sure the area is well-lit. Keep lighting overhead and/or in front of you, rather than behind you.

Close blinds and drapes to prevent glares and shadows.

### **Technology**

Ensure your device has enough charge (or is plugged in).

Check your internet signal strength. A connection speed of 384 Kbps is common.

Adjust the angle of your camera so you fill as much of the screen as possible

### **Audio**

Mute, turn off, or remove noisemakers such as television, alarms, or pets.

Eliminate echoes.

Check for air noises like a fan, AC unit, or open window that may affect the microphone.

Make sure the microphone is not blocked.

Speak normally – slowly and clearly – in the direction of the camera.

### **Visual**

Avoid too much movement.

Don't look at your picture on the screen.

### **General**

Have your pharmacy name, location, and number handy.

Explore the telehealth app/platform to get comfortable with it.

Don't be nervous or afraid to ask questions!

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