

During and After Your Virtual Care Visit

QUICK TIPS



Try to pick a private place for the visit that is free of noise and uses a private, password-protected Wi-Fi network or cellular service.



Let the health care provider know if you are having any problems hearing or any technical problems.



Be ready for the health care provider to ask you for some information to make sure they are speaking with the right person.



If the visit is over video, remain in front of the camera and speak clearly.



Introduce any family or caregiver support persons attending at the start of the session.



Be prepared to mute the sound if there is sudden noise.



If you have headphones you should wear them to protect your privacy and to block out noise.



If on video, choose a neutral background such as a bare wall and remove personal or distracting items.



Before the call is over, make sure you know the plan going forward, such as how to manage your symptoms, any required tests and new or changed prescriptions.



Note if there will be any further appointments, referrals, or follow-up required.



Be sure to read everything sent to you following the visit and contact the health care provider if anything is not clear or is not correct.

If you have questions or need help with a virtual visit, please reach out to the Virtual Care Technical Support Desk at 1-855-506-3963. This desk does not provide medical advice.