

## Preparing for Your Telemedicine (Video) Visit

### What hardware (video equipment) do I need?

- A smartphone, tablet device, laptop, or a desktop computer with a webcam
- The smaller portable devices can be moved more easily if, for example, the examiner asks to see you walk.

### What software do I need?

Your provider's office will reach out to you with instructions on downloading the software you will be using.

### What are the limitations of a telemedicine visit?

- The neurological exam is limited, and this may impact your provider's ability to make a diagnosis and recommendations. You may need to come to the office later for a full exam
- Possible technical difficulties with the hardware or software

### How should I prepare for the visit (in advance)?

- Place a chair 2-3 feet from the camera, and a second seat 8-10 feet away for full body exam
- Identify either a large room or a hallway in which the provider can watch you walk
- Close shades, blinds, doors to prevent backlighting
- Sit facing a light rather than in front of one
- If using a smartphone or tablet, make sure it is propped up and stable, such as on a stack of books
- Limit background clutter, reflection (pictures, mirrors and windows)
- Limit background noise and distractions (TV, radio, children, pets, etc)
- Your examiner or healthcare office may suggest a test run before the appointment, to make sure everything works correctly.

### What do I need for the visit?

- If possible, have a second person available to assist with video (may also help you stand and walk)
- A list of current medications and doses
- A list of your main concerns and questions
- A pen and paper (to write down instructions)

### What else may I expect?

- Your health clinic staff may ask to confirm your identity (name, date of birth)
- You may be asked to provide verbal consent, acknowledging you have a choice between telemedicine and office care
- You will be asked to provide your history, similar to when in the clinic
- An examination tailored to your symptoms may be done

### What if there is a problem?

- The healthcare office may have support staff to help troubleshoot technical problems
- A telephone call can be used for back-up in case of a major technical problem (vision or sound)
- The appointment can be rescheduled

### Wrapping up the visit

- Your provider may provide written instructions, either via an email within My Penn Medicine, or in the After Visit Summary, which is available on My Penn Medicine. This can also be mailed to you if requested.
- Your medication prescriptions can be electronically prescribed