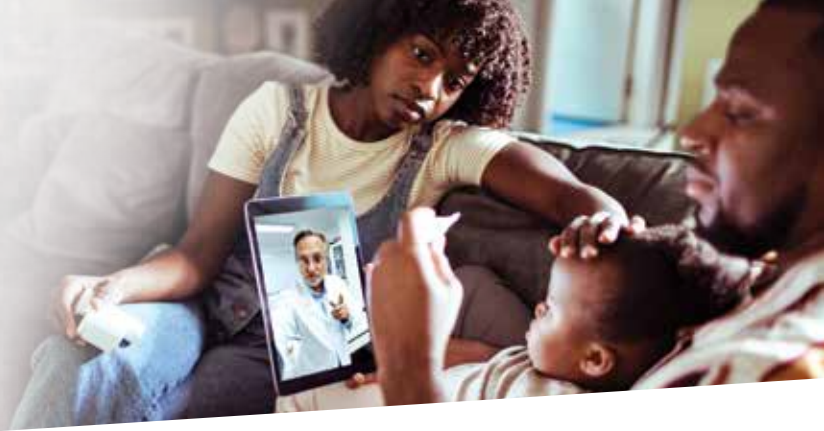











# Video Visit Guide



Follow these tips to have the best possible video visit experience.

Equipment	Environment	Setup
 <p>High Speed Internet Connection</p>	 <p><b>Light</b></p> <ul style="list-style-type: none"><li>• Good lighting is key</li><li>• Keep lighting in front of you – not behind you</li><li>• Close all drapes/blinds</li></ul>	 <p><b>Hardware</b></p> <ul style="list-style-type: none"><li>• Make sure your webcam works or allow access to camera</li><li>• Adjust speaker volume</li><li>• Check mic is connected and unmuted</li></ul>
 <p>Smartphone, Tablet or Computer</p>	 <p><b>Noise</b></p> <ul style="list-style-type: none"><li>• Choose a quiet location</li><li>• Reduce any background noise (talking, music, doorbells, phones)</li></ul>	 <p><b>Eye Contact</b></p> <ul style="list-style-type: none"><li>• Place camera at eye level</li><li>• Adjust camera to see your face clearly</li><li>• Look into camera while talking</li></ul>
 <p>Using a computer? Also need: Webcam and Headphones with Mic</p>	 <p><b>Privacy</b></p> <ul style="list-style-type: none"><li>• Choose a private location</li><li>• Close doors and windows</li><li>• Make sure no one can hear your discussion</li></ul>	 <p><b>Appearance</b></p> <p>Dress as you would for an in person visit</p>

## Things To Remember

### Before Your Visit

- Write down specific questions or concerns to discuss during your visit
- Have your medications ready to review
- Sign in to your appointment a few minutes early
- Make sure your smartphone, tablet or computer are fully charged and close other apps. If you are having a phone visit make sure your ringer is on

### During Your Visit

- Take notes, ask questions, share your concerns
- Discuss any medication renewals needed and new prescriptions
- If applicable, have blood glucose or blood pressure readings available for the visit
- Ask if your next scheduled appointment should be in-person, by video or by telephone

### After Your Visit

- Schedule follow-up appointments
- We value your feedback. Share any feedback through our website at [metrohealth.org/telehealth](https://metrohealth.org/telehealth) or through a patient experience survey you may receive