



DeafBlind

How to Have a Successful Telehealth Experience: The Appointment

Here are some tips for your telehealth visit to help it run smoothly, especially if you are using video to talk with a provider.

DURING THE APPOINTMENT:

- See [Before Your Appointment](#) to learn more about preparing for a telehealth appointment.
- Your provider will give you a link for your telehealth appointment or an app to download. As instructed by the provider, either click on the link to start the appointment or open the app.
- You may be placed in a virtual waiting room until the provider is available.
- At the beginning of your appointment, you may meet with a nurse or other staff before your provider comes on the screen.
- Make sure you can see the interpreter on the screen. Ask for adjustments, if needed.
- Make sure the interpreter can see and hear you and the provider to ensure communication access.
- Discuss communication tips: identify yourself when speaking, pause before speaking, and do not obstruct your face such as wearing a solid face mask.
- If needed, ask the provider to explain how to type messages and how to see everyone on the screen.
- Have a backup plan in case the telehealth platform does not work or stops working.
 - See more information on [backup options including using Video Relay Services \(VRS\)](#).

Before you disconnect from your telehealth appointment, make sure you:

- Schedule a follow up appointment, if needed.
- Ask questions about any changes in medications, instructions from the provider, referrals to another provider, if needed.
- Ask the provider to send appointment notes through email, mail or patient portal, if needed.
- If you have never used patient portal, ask how to sign up.

Thank the provider for the accommodations.

To learn more about your rights during telehealth appointments, and how to advocate for your communication access, please contact the [NC DSDHH Regional Center](#) near you.



This document was developed through a collaborative process involving the National Consortium of Telehealth Resource Centers.

