



Hard of Hearing

Improving Internet and Device Functioning for Telehealth Visits

Hard of Hearing patients need quality video and sound to have the best chance of having a successful telehealth video visit. Good internet connection and a well-functioning device (personal computer, smartphone, or tablet) are needed for good video and audio. The following tips will help you to prepare your device and ensure that your internet is set up to function at their best.

Accessing the Internet

- Use [high-speed internet](#) instead of dial-up.
- With your laptop or desktop computer, use a [hardwire connection](#) to your modem if possible.
- The minimum upload/download speed requirement to run a video call is 1.5Mbps upload/ 1.5Mbps download; use a [speed test](#) to verify your connection. Free speed tests can often be found on an internet provider's website.
- If your internet speed is not fast enough, try using internet at another site such as a friend's house, a relative's house, or a [public site](#).
- If you have problems accessing the internet, refresh your router and modem by unplugging the power for a minute and then reconnect. It is best to also restart your computer, laptop, or smart device afterwards.
- Turn off any unused devices that are using the internet, including smart devices like televisions and Blu-ray players.
- Ensure the phone is plugged in and placed where the strongest signal is located.

Preparing Your Device

- Before your appointment, test the device, app, and any accessories you will use.
- Pick the device that you would feel most comfortable using and prepare a backup device if you have one in case your preferred device does not work.
- A personal computer or laptop offers more ways to control the view of the telehealth video call.
- If using a smartphone, close unneeded apps to increase video clarity.
- Run a [device health check-up](#).
- Charge and restart all devices you plan to use.
- Make sure device software is up to date before your appointment.
- [Consider using a device with a larger screen](#) to improve visual accessibility.

For more tips check out: [Communication Strategies for Telehealth Visits](#)

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.



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