



## DeafBlind

### Tips For Setting Up a Webcam with Little or No Vision

During the telehealth appointment, the healthcare team will need to see you clearly throughout the visit. You may need to show them something on your body that is a health concern. It is important that your webcam is functioning well and that the picture of you is clear. If you have a vision loss and you have difficulty adjusting your webcam, try the following tips.

**If you cannot see your webcam video clearly enough to ensure the healthcare provider will be able to adequately see you...**

#### What to do:

1. Set up a video chat with a trusted family member or friend and have them provide feedback of how your video looks
  - Clear picture quality
  - Good lighting
  - Background lighting does not cast a shadow on your face
  - Provider can see your face
  - Able to move the camera to show parts of your body that the provider wants to see
2. Use the app [Be My Eyes](#) to get free feedback on your webcam picture. The app is available to download on Apple or Android devices.

**If you cannot adjust the webcam yourself or move the webcam to focus on different parts of your body**

#### What to do:

1. Ask a trusted family member, friend, or Support Service Provider (SSP) to attend the telehealth appointment with you and help you adjust the camera each time it is needed throughout the telehealth appointment. Inform the provider that someone is assisting you.

**If you have difficulty keeping a mobile device such as a smartphone/tablet steady**

#### What to do:

1. Use a laptop or personal computer for increased stability
2. Use a stand/tripod or other platform designed for mobile devices

*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.

