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## What Can You Do to Help Your Virtual Health Visit Go Well?

### 1. Scheduling your appointment:

- Request an accommodation
- Ask the scheduler what kind of video platform or app will be used
- Know the reason for your appointment

### 2. Before the appointment:

- Make a list (questions, concerns, medications, symptoms)
- Review instructions for appointments from provider
- Get your webcam ready
- Check your background (environment/noise)

### 3. During the appointment:

- Make sure you can see the interpreter or CART on the screen
- Mute your device if you use an ASL interpreter
- Discuss a backup plan if the software fails
- Take charge of your communication needs

### 4. After the appointment:

- Give positive feedback or suggestions/areas of improvement

Click [here](#) for a more comprehensive checklist.

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.

