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



Scheduling Your Appointment

- Request an accommodation.** Ask the scheduler for your preferred method of communication when you make your appointment. For example:
 - An American Sign Language (ASL) interpreter on screen with the provider
 - Communication Access Realtime Translation (CART) services
 - Large print materials, speech-to-text, or other accommodations
- Ask the scheduler what kind of video platform or app is being used.** Examples are Zoom or Doxy. Download the app before your appointment to be sure it is working.
- Know the reason for your appointment.** Ask about the type of appointment your Healthcare Provider (HCP) will provide. Make sure you know what your appointment is about so you can fully participate and understand any concerns regarding your health.



Before Your Appointment

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- Make a list.** Put together a list of medication, health related concerns, symptoms, and questions you want to discuss with your healthcare provider.
 - Review instructions.** Review all emails or patient portal communications from your healthcare provider with details about how to log in or use technology.
 - Get your webcam and device ready.** Close all applications that are not in use on your device. These applications or programs may slow down your internet speed. Close any other application that requires use of the webcam. Update all software. Make sure your device is fully charged.
 - Check your background, environment and eliminate noise.** Choose a good spot, with good lighting that is private. Your background should be a solid color.



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- Make sure you can see the ASL interpreter or CART on the screen.** Ask for adjustments, if needed.
- Mute your device if you use an ASL interpreter.** If you prefer to speak, be sure the location is quiet.
- Make a backup plan if the telehealth technology fails.** VRS (For example, Sorenson, P3, Convo) can be used if needed, but discuss with provider so you both know the backup plan if something does not work. If communication during the appointment is not effective, reschedule.
- Take charge of your communication needs.** Do not assume anything. Ask questions if you do not understand what is being discussed. Get notes from your healthcare provider about your appointment and about next steps.



- Give positive feedback or suggestions on areas of improvement.** Take a moment before ending the call to give your provider feedback on what worked well and what did not, and if communication was clear. If you miss the opportunity to give feedback during the appointment, providers will often send out a survey, and you can provide your feedback then. You can also send a message through the patient portal or email. Providing feedback regarding communication access will increase the chances of you having good communication access in the future.

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.

