

Patient Telehealth Checklist



Before your appointment



Determine format

Talk to your provider's office about the best type of visit (audio or video) for your needs



Follow directions

Review instructions from the office. Do you need to upload a photo of your swollen ankle? Does their platform require you to have a login and password?



Avoid interruptions

Find a quiet place for your appointment that is free of distractions



Test your connection

For video appointments, maximize device functionality by closing all other windows on your device and ensuring your internet connection is stable

During your visit



Check quality

Make sure you can see/hear your provider clearly and well



Ask questions

Write down all questions and be sure to ask them while communicating with your provider



Stay focused

Don't multi-task with other work or household duties. Give your health appointment your full attention.



Wrapping up your visit

Know the plan

Review your treatment plan and any follow-up instructions, such as lab tests and future



Understand the instructions

Repeat your provider's directions for home care, such as for medications and wound care



Follow up

Clarify how your provider prefers to be contacted between visits and what type of visit they recommend (telehealth or in-person) for any follow ups