

General Information about Telemedicine Virtual Visits

What is a telemedicine virtual visit?

Instead of coming into the clinic for an appointment, you will talk with your provider from home by video. Your provider will ensure that you receive the same high-quality care.

Watch [this video](#) to learn more about telemedicine.

Scheduling a Telemedicine Virtual Visit

Contact your provider or clinic to ask if they are doing virtual visits and if you can be scheduled for one.

What technology will I need at home?

Before requesting a visit:

1. Make sure that you have:
 - a. A smartphone or tablet with a camera OR
 - b. A computer with a webcam, microphone, and speakers
2. Check your internet speeds by running a speed test ([Test your speed here](#), click “Run Speed Test”)
 - a. Minimum Speeds: 0.5 Mbps download AND 0.5 Mbps upload speeds
 - b. Recommended Speeds: 1 Mbps download AND 1 Mbps upload

Tips for Virtual Visit Success

- Before your virtual visit:
 - Find a private, quiet location for your visit
 - This should be near your internet router if possible
 - Do not sit in front of windows or open doorways
 - Ask everyone in your household to stay off of the internet during your visit to ensure internet connection strength (e.g. online video games, online classes, watching online videos, etc.)
 - If possible, enter your virtual visit at 10 – 15 minutes before your appointment time to test
 - Use instructions provided by your provider or clinic to join the virtual visit
 - Join with audio AND video
 - Use any available technology tip sheets if you are unable to connect audio and video
 - Call your clinic if you are still unable to connect
 - Prepare for the virtual visit much like you would for an in-person clinic visit:
 - Get your medication list ready
 - Come prepared with any questions you have
 - Have a pen and paper ready to take notes
 - Take any vital signs you can (temperature, weight, blood pressure, heart rate, etc.)
 - Have these ready to tell your doctor when you connect
 - Wear loose, comfortable clothing to show rashes, wounds, or other areas
- During your Visit
 - Others can be present during your visit, as long as you are comfortable sharing personal medical information in front of them
 - At the beginning of your visit, please introduce anyone who is with you to the provider.
 - Speak directly into the microphone during the visit so your provider can hear you

Questions

If you have questions about this program, please contact your care team by phone or through MyChart.