

Larkspur Family Health, PLLC

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VISIT PREPARATION

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Telehealth visit preparation
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Tech help
555-0170, option 5

Getting Ready for a Video Visit

What works well by video, what does not, the technical check, and the backup plan

DO THE TECHNICAL CHECK THE DAY BEFORE, NOT FIVE MINUTES BEFORE

Most failed video visits fail on the connection, the camera permission, or the microphone — all of which take two minutes to fix the day before and cannot be fixed during your appointment.

PATIENT	VISIT DATE AND TIME	PLATFORM LINK Sent by portal and text 24 hours ahead	BACKUP PHONE NUMBER
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WHAT WORKS WELL BY VIDEO, AND WHAT DOES NOT

GENERALLY WORKS WELL BY VIDEO	USUALLY NEEDS AN IN-PERSON VISIT
Follow-up on a stable, known condition	A new problem that requires listening to your heart or lungs
Reviewing test results and adjusting a plan	Abdominal pain, chest pain, or any pain that needs to be examined
Medication review and management of a chronic condition	An injury that may need imaging or an examination of range of motion
Mental health check-ins and counseling-style visits	An ear, throat, or eye complaint needing direct examination
Rash or skin concern, with good lighting and a close photo sent beforehand	A new lump, a breast concern, or anything requiring palpation
Discussing a specialist report or a hospital discharge	Anything requiring a vaccine, an injection, a swab, or a blood draw
Post-visit questions and care planning	A first visit to establish care as a new patient

If it turns out during the video visit that you need to be seen, we will convert it to an in-person appointment. Your plan may still process the video visit as a billable encounter.

THE DAY BEFORE — TECHNICAL CHECK

1. Open the link you were sent and run the platform's test. Do not wait until the appointment.
2. Grant camera and microphone permission when the browser asks. If you previously denied it, you must change it in your browser settings; the prompt will not reappear.
3. Test your speakers and microphone in the platform's test screen.
4. Check your internet. A video visit needs a stable connection; a weak cellular signal causes most of the freezing.
5. Use a laptop or tablet if you have one. A phone works, but propping it up frees your hands.
6. Charge the device, or keep it plugged in.
7. Call 555-0170 option 5 if anything does not work. We will walk you through it.

SETTING UP THE SPACE

- Choose a private room where you can speak freely. A parked car works; a moving car does not and is not safe.
- Put the light **in front of you**, not behind you. A window behind you turns you into a silhouette.
- Position the camera at eye level so we can see your face clearly.
- Close other applications and streaming on the same network.
- Have water, your medicines, and a pen and paper within reach.
- Mute notifications on the device.
- If someone will join you, decide that in advance and tell us at the start.

HAVE THESE READY BEFORE THE VISIT STARTS

- ☐ Your medicine bottles, physically in front of you
- ☐ Recent home readings: blood pressure, glucose, weight, temperature
- ☐ Your written list of questions, most important first
- ☐ Photo identification, in case we need to verify
- ☐ Your pharmacy name and location
- ☐ Clear photos of any skin concern, sent through the portal **before** the visit rather than held up to the camera
- ☐ A working backup phone number where we can reach you
- ☐ A way to write down instructions

DURING THE VISIT

- Join 5 minutes early. You will wait in a virtual waiting room.
- We will confirm your identity, your location, and your consent to the video visit at the start. Confirming your location is a licensing and safety requirement, not a formality.
- Speak slightly more slowly than usual and pause after questions; there is a small delay.
- Say so immediately if the audio or video is poor. Do not spend the visit struggling.
- Ask us to repeat or spell anything you are writing down.
- Before we finish, repeat the plan back in your own words so we can confirm we agree.

THE BACKUP PLAN

Technology fails. Here is exactly what happens when it does, so you are not left wondering.

1. If the video drops, stay where you are for 2 minutes and try to rejoin using the same link.
2. If you cannot rejoin, we will call your backup phone number.
3. If we cannot reach you within 10 minutes, we will send a portal message with next steps.
4. If the connection cannot be restored, we will complete the visit by telephone when that is clinically appropriate, or reschedule.
5. You will not be charged a no-show fee for a technical failure.

Emergency: If you are having a medical emergency at any point, hang up and call 911. Do not wait for the video visit.

FICTIONAL SPECIMEN. Larkspur Family Health, the platform, the phone options, and the policies described here are invented for demonstration only. Telehealth requirements vary by state and by plan. This is not medical, legal, or regulatory advice.