

# How-to tips for virtual visits.



Virtual Quick Care offers the convenience of seeing your health care provider from the comfort of home. Follow these tips to avoid technical difficulties and get the most out of your visit.

## Equipment

- Make sure you have a strong WiFi connection
- Plug in to a power source to prevent battery failure
- Check the audio/video on your device (smartphone, laptop or tablet)
- Adjust the camera so your face is visible
- Consider using earbuds for ease of hearing
- Close other programs so you have streaming bandwidth
- Silence your notifications to prevent interruptions

## Setting

- Choose a private space with good lighting
- If others are home, ask for no interruptions
- Turn off the TV, radio or other distractions
- Have your child present if the visit is for them
- Do NOT have a Virtual Quick Care visit while:
  - Driving
  - Shopping
  - Walking or exercising
  - Outdoors in a windy area

## Exam

- Prepare for your visit by writing down:
  - Symptom details (how severe, how long, any changes)
  - Medication names/doses (or have bottles on hand to show the camera)
  - Medication allergies
- You may be asked to:
  - Open your mouth and shine a flashlight on your throat
  - Feel your abdomen to see if it hurts
  - Show your rash, if you have one
  - Breathe in/out to check for respiratory distress
- If you have devices available, you may be asked to:
  - Take your temperature with a thermometer
  - Check your heart rate with a smartwatch
  - Weigh yourself on a scale
  - Check your blood pressure with a blood pressure cuff
  - Check your blood sugar with a glucometer

## Behavior

- All virtual visits should be mutually respectful
- Visits will be ended abruptly for disrespectful/inappropriate behavior
- Anyone being disrespectful/inappropriate may be dismissed from the clinic