

PREPARING FOR YOUR VIDEO VISIT

Tips and recommendations for making sure you are ready for your telehealth video visit

UCSF

University of California
San Francisco

Department of Neurology
400 Parnassus Ave, 8th Floor P: (415)353-2273
San Francisco, CA 94143 F: (415)353-2898

Sit in front of a
solid-colored wall

Turn off TV/noisy devices
(heating, cooling/A.C., fans)



Have a **complete, detailed list**
of your medications – prescribed
medications, over-the counter drugs,
vitamins, and supplements

Sit close to router/internet



Position any **light** in
front or **to the side**

Place your **device** on a
stand or prop it up



No dogs, cats, birds,
or any other **noisy pets**

There may be a **trainee**
(medical student or
resident) who will be
joining the visit

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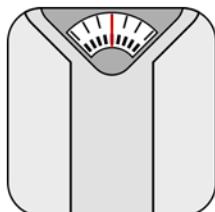
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Please have a **photo and non-photo ID** ready for identity verification

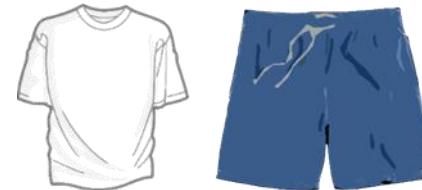


Supplies (if available):

- Flashlight
- Cup/glass
- Pin
- Blood pressure
- Scale (weight)
- Thermometer
- Pen and paper
- Tissue or Q-tip



Please wear a **short sleeve shirt and shorts** for your provider to observe the muscles of your arms and legs



Having a **care partner** with you is always a good idea. They can assist with the exam and with adjusting the screen



If your loved one has memory issues, hallucinations, or delusions, **calm their fears**. Telehealth visits are not recorded. It may be used because it's **safer** than coming to the clinic.

Make sure there is **enough space** to move. You might need to stand, walk, or perform certain movements.



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- **Welcome our learners.** There may be a trainee (medical student or resident) who will be joining the visit, similar to an in person visit at UCSF. Your doctor will explain their role at the time of the visit.
- **Set the stage.** Find a quiet space with minimal interruptions close to your router or computer (the closer you are to your wi-fi signal, the better the connection will be). Turn off the TV and any noisy devices, including window heating or cooling units and ceiling fans, if possible. Keep pets out of the way. Cats, especially, love to interrupt visits and jump up to see what's happening on the screen. If possible, sit in front of a solid-colored wall rather than a patterned or cluttered background or a window. The video connection can pick up every point of light and may need to be uploaded constantly; more complicated or shifting background patterns can slow down or interrupt your connection.
- **Control the lighting.** Your doctor needs to get a good and clear look at you so position any light in front or to the side. If you're using a phone or tablet instead of a laptop, place it in a stable position or a holder or lean it against something heavy rather than holding it. It is best if you place your device on a stand or prop it up in a way that the doctor can see your face and upper body during the interview and so it can be moved to video your legs if needed for the neurologic exam.
- **Don't go it alone.** Having a care partner with you is always a good idea, and it's especially helpful for telehealth visits since it's a new situation and can take time to adjust. If it's a video visit, a care partner can adjust the screen or camera while you focus on sharing your concerns with the doctor. Your doctor may also ask your care partner to assist with the neurologic exam if appropriate.
- **Write down your questions.** Prepare a list of your concerns or questions ahead of time and place it in the spot where you will take the call or video visit. Your doctor will have questions, too, so you may not get through your entire list, but identifying two to four main concerns will help ensure that the visit is productive and helpful.

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- **Have your medications handy.** Either draft a list of all your medications, over-the-counter drugs, vitamins, and supplements, or gather the actual medications and place them where you'll take the call or video visit. On every visit, you'll want to confirm with your doctor exactly what, when, and how you are taking everything.
- **Know the parameters.** Before the visit, ask your doctor or the office staff what the doctor will be looking for—and what supplies you may need. Ask how long the visit will be and what the doctor will want to have you do, such as checking identification (photo and non-photo). Depending on why you are seeing the doctor and how—by phone or by video visit—he or she may ask you to check your temperature, weight, or blood pressure if you have the ability and equipment at home to do so. Your doctor also will ask about changes in your symptoms since your last visit. He or she may ask you to stand, walk, or perform certain movements during the visit so that he or she can evaluate whether your symptoms are getting better or worse, which will inform decisions about your treatment. Since the doctor may need to perform parts of the neurologic exam as part of the visit, it is recommended that you wear shorts and a tank top or loose fitting short sleeve shirt so the doctor can observe the muscles of your arms and legs. Finally, your doctor will make recommendations or develop a treatment plan.
- **Be prepared with supplies.** In addition to a blood pressure cuff, scale, and thermometer, your doctor may want you to have a safety pin, tissue or Q-tip, pen and paper, a cup or glass, and a flashlight available—items that help your neurologist test sensation, measure dexterity or tremor, or better illuminate parts of the body, depending on what condition you have.
- **Allay fears.** If you or your loved one has cognitive problems, dementia, hallucinations, or delusions, telehealth visits may be confusing or unsettling. Some patients with delusions may fear they are being recorded or that someone else has been allowed into the home. Telehealth visits are not recorded; they simply allow the health care provider to see the patient only during the visit from a remote location without having to meet at the clinic.