



Telemedicine Patient Tips

Location

- Find a quiet, private space at your location—close the doors and windows to high traffic areas.
- Make sure the area is well-lit.
- Have device propped up so that you can be hands free.

Technology/Patient Device Used

- Ensure your device has enough charge (or is plugged in).
- Check your internet signal strength.
- Adjust the angle of your camera so you fill as much of the screen as possible.
- Make sure you have downloaded DUO to the device you plan to use for the telemedicine visit.

Audio

- Eliminate any sources of noise—television, cell phone, alarm, pets.
- Eliminate echoes.
- Check for sources of air noise, like fans, AC units, or open windows, which may affect the microphone.
- Make sure the microphone is not blocked.
- Speak normally, slowly, and clearly in the direction of the camera.

Visual

- Avoid too much movement.
- Don't look at yourself on the screen.

General

- Have your driver's license handy. You will have to show your driver's license to the physician at your visit.
- Don't be nervous or afraid to ask questions!