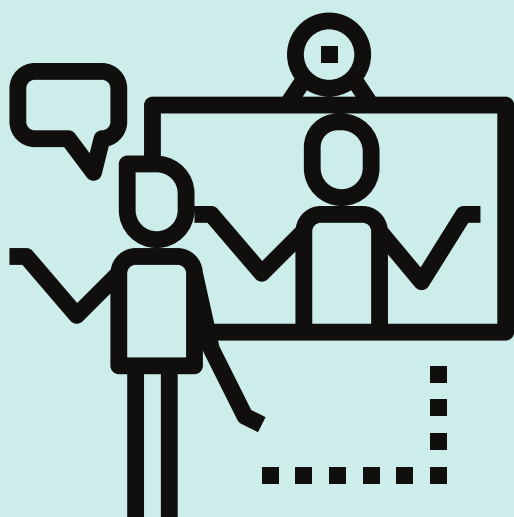


PREPARING FOR A PHONE OR VIDEO APPOINTMENT



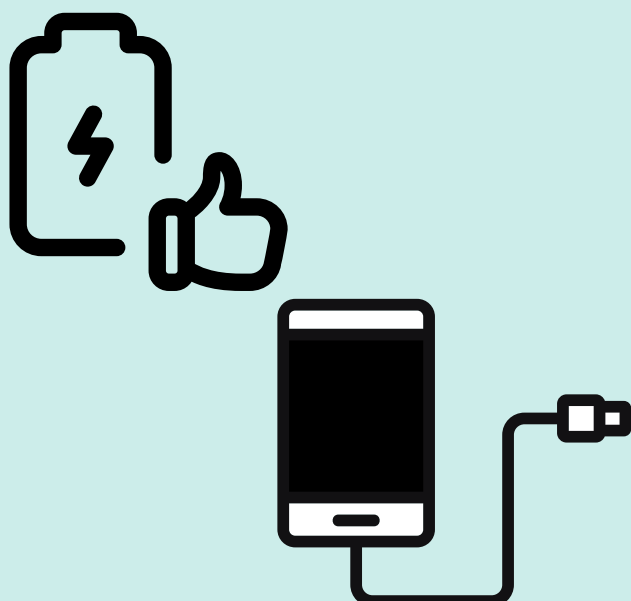
PREPARE FOR THE CONVERSATION

Write down a few points about what you want to discuss. Note any symptoms, when they occur and anything that makes them better or worse.



TEST YOUR CONNECTIONS AND AUDIO

Take time before a video appointment to download any Apps or software you may need i.e) Zoom. For OTN video appointments it is best to use Chrome or Edge as your browser. Check your internet connection or phone signal ahead of time. Check that your speakers are working. Headphones or earbuds can make it easier to hear and add an extra level of privacy.



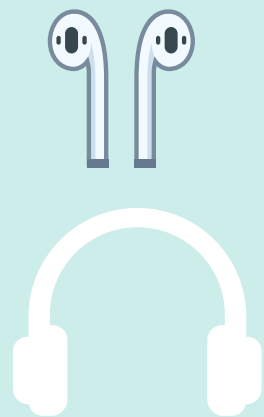
CHOOSE A DEVICE

For a **video** appointment you will need an email address, computer, tablet or smartphone with a webcam and microphone and internet connection. For privacy reasons use your personal device rather than a public or work device. For a video appointment your health care provider will let you know which App to use.



PREPARE YOUR MEETING PLACE

Choose a **quiet, private place** where you can speak freely and listen carefully. If someone else is in the room let your health care provider know at the start of the meeting. For video appointments choose a well lit space so your health care provider can see you clearly.



IS YOUR DEVICE CHARGED OR PLUGGED IN?

Before the appointment time check that your device is charged and if not plug it in.

Please be ready at your appointment time. We will try to call on time but may be late if previous appointments run late.

