

Tips on how to have a successful telehealth appointment

Before your appointment....	
Choose the best place to connect	<input type="checkbox"/> Find a quiet space inside with good WiFi. <input type="checkbox"/> Turn off things making background noise, like the TV.
Choose the right device	<input type="checkbox"/> Your device needs webcam and a microphone. <input type="checkbox"/> Headphones are great for getting the best sound. <input type="checkbox"/> Make sure your device is charged or plugged in. <input type="checkbox"/> If you need to show a document with us, you should log in using the device this is on.
Set up correctly	<input type="checkbox"/> Set up your device on a flat surface you can see (like a desk). <input type="checkbox"/> Find a comfortable chair. <input type="checkbox"/> For active kids, think about how we can set them up for success (<i>do we need movement breaks? fidget toys?</i>) <input type="checkbox"/> If you are having trouble setting up, you can call us.
Be early	<input type="checkbox"/> We recommend you log-in at least 5-10 minutes before your appointment. This means you will be organised and ready.
Close other programs	<input type="checkbox"/> Your device runs its fastest when you close all other apps/programs.
During your appointment...	
Remain visible	<input type="checkbox"/> Keep your camera on and remain within view, unless asked not to. This helps us work together like we would in person.
Talk about any problems	<input type="checkbox"/> If you are having trouble hearing or seeing us, let us know so that we can fix it for you.
Ask questions	<input type="checkbox"/> If you need help, let us know.