

Virtual Care from Your Home

Patient Information: *Video Visit*



Cone Health primary care and specialty practices now offer virtual visits to give you the opportunity to meet with your provider by means of a video visit. No need to travel, you and your clinician or care team can see each other from the comfort of your home. Follow the information below to ensure your video visit is a great experience.

What you will need

- A working laptop, desktop computer, tablet or smart phone- with a front camera.
- A fully charged device, or access to power.
- A working, clear audio resource (speakerphone, headset, ear buds, computer audio, etc.).
- An internet connection.
- A well-lit, private space (free of distractions) so the doctor or nurse can see you.

TIPS:

- Have a pen and paper ready to take notes. You may want to jot down a couple of questions or concerns before the visit.
- Know your height, weight, and list of current medications.
- Wear loose clothing to enable you to show the provider rashes, wounds or other areas of concern.

To join a virtual visit from email or text message



- Your provider will ask if you prefer to receive a link to join the visit in your email or on your smart phone.
- When it is time to join your visit you will receive a link to your appointment.
- Click on the link to join.
- Select “allow” for your device to access the microphone and camera for your visit. Next you will enter the virtual waiting room. Your provider will be with you shortly.

If you have trouble with your camera or microphone, no worries. Your provider will still be able to meet with you today.