

Virtual Visit Tips for Clients

Virtual visits are a convenient and easy way to meet with your health care provider from your home or a personal location of your choice.

Think about the best location for your virtual visit:

1 Privacy

Will other people be able to hear your conversation?

Choose a space where you feel you can talk openly.



2 Noise

Will there be any background noise or distractions?

Examples: Pets, TV/Radio, children, outdoor noise, etc.



3 Comfort

Will you be comfortable in the same location for the entire appointment?



4 Surroundings

Are there any personal items or clutter in the background?

Decorations/photos/furniture in the space behind you can be seen by your health care provider.

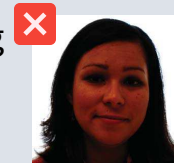


5 Lighting

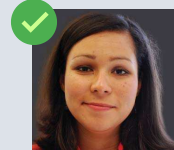
Have you considered the lighting in your room?

Too bright/too dark makes it hard for your health care provider to see you.

Have all lights and windows in front of you if possible.



Lighting behind you from windows or lights can create dark images and shadows.



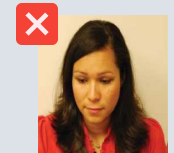
Lighting in front of you provides a clearer image.

6 Reminders

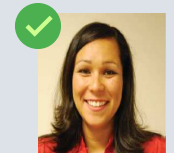
Make sure the camera is positioned directly toward your face at eye-level (not angled up or down).

Make sure your speakers are working, the volume is turned up and the microphone is not too close to the speakers.

Using headphones may help improve audio quality.



Position of the camera is too high for eye contact.



Position of the camera is at same height as your eye for good eye contact.