



TELEMEDICINE APPOINTMENT GUIDELINES

How to have a great
telemedicine appointment
with your doctor.

Telemedicine is a virtual care platform that allows health care professionals and patients to meet by phone or video chat without having to travel to a clinic or leave their home. In preparation for your upcoming telemedicine appointment, we wanted to share some helpful guidelines and best practices.

STEPS TO TAKE BEFORE YOUR TELEMEDICINE APPOINTMENT

1 DAY BEFORE YOUR VISIT

What you will need:

- Access to internet
- A device such as a computer, laptop, or smartphone (iPhone or Android)
- A camera and microphone on your device are required, and both must be enabled in your device 's Settings. The device can be yours or a family member's device.

Once you have confirmed that you have the equipment needed above and you have consented to have a Telemedicine Visit with Dallas Nephrology Associates:

- We will confirm your phone number/email that we need to use.
- You will receive a text message or email that will walk you through how to download an app called "Google Meets."
- Through this application, the doctor will be able to see and speak with you to evaluate how you are doing.

1 HOUR BEFORE YOUR VISIT

What do I need to do in order to be prepared for my first Telemedicine appointment? Take the following steps prior to your appointment so that things go smoothly.

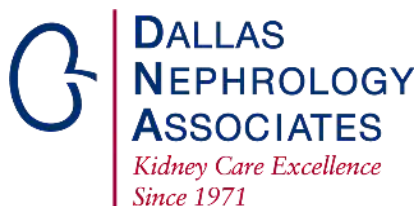
- **Find a quiet space.** Whether you are at home, at work, or traveling, try to find a quiet space where you are not likely to get interrupted. You will feel more comfortable with a little privacy and you are less likely to be distracted during the visit.

- **Make Notes of Anything You Would Like To Ask Or Discuss With The Doctor.** Take a few minutes or two before starting the virtual visit to jot down any questions you may have for the doctor.
- **Have Your Doctor's Phone Number Handy.** Just in case you have a technical issues or other problem come up, have your doctor's number on hand. Give the practice a call to keep them updated on any problems.
- **Check Your Internet Connection Speed.** On your device and from the location you will use during your visit, go to speedtest.net to check the speed of your internet connection. It is recommended that you connect to your home wireless network and conduct your visit near the wireless router. Click on "Go" to check the download speed of your internet connection. For optimal results, a reliable, high-speed internet connection with a bandwidth of at least 10 mbps will minimize connection issues and provide the best quality.
- **Check Your Volume on Your Device.** Locate the volume on your device. You may need to adjust the volume or mute/unmute your speakers.

About 20 minutes prior to your appointment time, your care team will call you to review any updates for your chart.

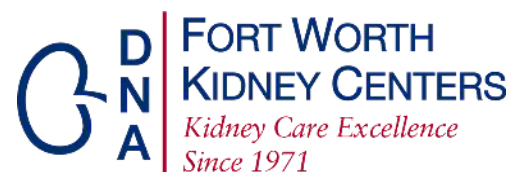
- **Blood Pressure/Weight.** Your will be asked if you have the capabilities of taking your blood pressure and weight? (If not: that's no problem.) If you do have the ability to do so then you can go ahead and take your weight, blood pressure and temperature the morning of your visit. Your care team will want to record those readings when they call you.
- **Medications/Allergies.** The staff will also confirm your personal information including all current medications, allergies, and the name of your pharmacy and location.
- **Let's Get Started.** Staff will then connect you to the video conference with your doctor for your consult/visit.
- **Labwork/Follow-Up Visit.** The doctor will let your care team know any labs or testing that is needed and they will contact you about your follow-up visit.

We look forward to seeing you at your upcoming Telemedicine appointment. If you have any other questions about Telemedicine, make sure to let us know. You may also want to visit our website to review the Telemedicine FAQs at dneph.com/resources/telemedicine-visits.



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