

# How to prepare for your telehealth appointment with Casa de Salud



Thank you for scheduling a telehealth appointment with Casa de Salud. Telehealth is the use of technology to connect with a doctor in real time from a distance, such as via phone, video, or an app. Our telehealth appointments are video calls using the Zoom app.

You can have your telehealth appointment from home, using your own device.



CASA de SALUD

## 1 - 2 days before your telehealth appointment

### ○ Make a list of questions for the doctor



#### Write a list so you will remember them during your appointment

List things such as questions to ask the doctor, your symptoms and the date they started, and any requests you have.

### ○ Choose a good place for your appointment



#### Find a quiet, private place to limit background noise

The doctor will ask questions about your health, and you may need to describe your symptoms or talk about other personal information.



#### Make sure the place has plenty of light and a working internet connection

The doctor might want to examine you using the camera, and having a well-lit room helps. Have a flashlight ready in case you need to shine a light on parts of your body.

### ○ Get your device ready



#### Choose a device with a working camera and microphone

- Most smartphones, tablets, and laptops have a built-in camera and microphone.
- Desktop computers may need headphones and a web camera plugged in.



#### Download the Zoom app if it isn't already installed on your device

- You will use Zoom to connect with the doctor for your appointment. [Click here](#) for instructions to download and install Zoom.
- If you need help installing Zoom, call us at **314-977-1250**

## 15 minutes before your telehealth appointment

### ○ Get ready



#### Wear loose, comfortable clothing

It'll be easy to move if you need to show the doctor a specific part of your body.



### Make sure your device is fully charged or plug it in

Close out of other apps and programs too, so they don't drain your device battery.



### Gather other things you will need



#### Make sure you have:

- Your list of questions for the doctor
- Any medicines you take, to review with the doctor
- A thermometer if the doctor asks you to check your temperature
- A blood pressure monitor, if you have one
- A blood sugar monitor, if you have diabetes

## 5 minutes before your telehealth appointment



### Use the Zoom link to connect to the call



Click on the Zoom link in the confirmation email we sent to you

You will be placed in a virtual waiting room until the doctor is ready to see you.

## During your appointment



### Give and get health information



Look at the camera and talk clearly to make sure the doctor can hear you

The doctor will ask questions and examine you using the camera on your device.



The video call will include a doctor, a medical assistant, and an interpreter and medical scribe if needed.



Check you understand what the doctor said by repeating information back to them in your own words. For example, you can say:



"I think what you are saying is [...] Is that right?"



"I want to make sure I understand. You want me to [...] Is that right?"

## After your appointment



### Connect with Casa for your next steps



A staff member will talk about next steps to take for your health and will charge you for services. You can pay with a debit or credit card.



If you have any questions, call us at [314-977-1250](tel:314-977-1250) or visit [casadesaludstl.org/service-updates/](https://casadesaludstl.org/service-updates/)



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