Tips for a Zoom TeleHealth visit with your Student Health Psychiatric provider

Technology
- Student Health uses Zoom for TeleHealth visits. Have Zoom downloaded on your device and ready to go before your appointment.
- Use a high quality webcam. Ensure that your device, audio, and video are working properly.
- Have your device plugged in or fully charged.
- A wired internet connection is best. If you use Wi-Fi, ensure your Wi-Fi will support a Zoom TeleHealth visit.
- Sign up for MyChart. Student Health is a part of UI Health Care and offers MyChart, which is an online portal to your medical record.

Be Prepared
- Complete any requested forms or questionnaires before the TeleHealth visit.
- Plan for your visit by writing down any symptoms, concerns, or questions you may have for your provider.
- Be prepared to answer questions about your medical history, medications, and allergies.

Virtual “Consultation Room”
- Select a quiet, private location with good lighting. Avoid sitting with your back to a window.
- Decrease distractions. Turn off televisions, music, devices, and notifications. Place your pet in another room if they will be a distraction.
- Close unnecessary programs or apps. Having too many other applications running on your computer or device can strain its memory and reduce the quality of your TeleHealth visit.
- Be sure your webcam is at eye level.
- Dress as you would for a normal office visit. We like to be comfortable at home too, but please wear appropriate clothing!

Arrive on Time
- At the time of your appointment, connect via the email invite that you received for your appointment.
- Be aware that there may be a high volume of TeleHealth visits, so you may have to wait in a virtual waiting room before starting your appointment.

Provider visit
- Time for TeleHealth visits is limited and providers do their best to stay on time.
- Look into the camera and stay close to your device so your provider can hear you.
- Listen closely; have a pen and paper handy to take notes.
- Know what local pharmacy you’d like to use, if needed. Consider using a pharmacy with a drive-thru window or a delivery option.
- Ask questions and ensure you understand the plan, treatment, and follow up before disconnecting.
- Return appointments can be made by calling scheduling at 319-335-8394.