Tips for a successful Zoom TeleHealth visit with your Student Health 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. Write down any symptoms, concerns, or questions.
- Be prepared to answer questions about your medical history, medications, and allergies.

Virtual “Exam 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 Early

- Enter the scheduled Zoom Telehealth visit at least 20-30 minutes prior to your scheduled time. This provides you time to troubleshoot if necessary.
- Be aware that there may be a high volume of TeleHealth visits, so you may have to wait to be connected.
- The provider’s medical assistant will greet you approximately 15 minutes before your scheduled visit time to conduct medical intake.

Intake

- Be ready to list your medications, the dosages, and how often you take them. This list should also include vitamins and supplements and any over-the-counter medications you may be taking.
- If possible, know your vital signs. Vital signs you can record are your weight, temperature taken with a thermometer, pulse – taken manually or with a smart device, and blood pressure if you have a home blood pressure machine.
- Know what local pharmacy you’d like to use if needed. Consider using a pharmacy with a drive-thru window or a delivery option.

Provider visit
• Stay engaged, speak clearly, and stay on topic. 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.
• Ask questions and ensure you understand the plan, treatment, and follow up before disconnecting.