

## How to Prepare for a Telemedicine Appointment with Your Excelsa Health Provider

Many Excelsa Health providers now offer virtual appointments using the patient portal FollowMyHealth (ExcelsaHealth.me). A telemedicine visit allows you to access care even if you cannot visit your provider in person.

### Before the Day of Your Appointment

#### *Identify a private location for your appointment*

- Try to find a quiet environment during your appointment.
- Having a support person would be appropriate if necessary.
- Ensure sufficient lighting so your provider can see you.
- Good options can be a room in your home or even in your car.

#### *Check your technology*

- Devices include your computer, iPad, or mobile device.
- Review functionality of the camera and the volume of the device.
- Ensure you have a strong internet connection.
- Download the FollowMyHealth app or visit <https://excelsahealth.followmyhealth.com>.

#### *Organize insurance information*

- Make sure to have insurance cards and any additional information nearby.

### On the Day of the Appointment

#### *Get ready for your telemedicine appointment*

- Make sure that your device is charged.
- Have the necessary login information.
- Have a pen and paper nearby for any notes.

#### *Do not forget...*

- Bring any questions you would like to discuss.

#### *Prepare what to wear*

- A provider may need to assess an area on you. Please wear clothing that allows easy accessibility.

### Start Your Appointment

#### *Sign in and get started*

- About 5 minutes before your appointment, sign into the telemedicine appointment.
- Make sure the camera is at eye level and adjust volume as necessary.
- Ask any questions you have before you sign off.