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PATIENT & CAREGIVER EDUCATION

# Tips for Your Telemedicine Visit

This information provides tips to help you get the most out of your telemedicine visit.

## About Your Telemedicine Visit

A telemedicine visit is when your healthcare provider uses technology to care for you without you having to travel to their office. During your telemedicine visit, you and your healthcare provider will see, hear, and talk with each other by video using MyMSK (MSK's patient portal) on your smart device (smartphone or tablet) or computer. Your healthcare provider will be able to check how you're doing, diagnose any problems you have, and come up with a treatment plan for you. Your video won't be recorded or saved. For more information about telemedicine visits, read our resource *Telemedicine Visits at MSK* ([www.mskcc.org/pe/telemedicine\\_visits\\_msk](http://www.mskcc.org/pe/telemedicine_visits_msk)).

## Before Your Telemedicine Visit

Follow the tips below to get ready for your telemedicine visit.

- If you would like to have your friend, family member, or an interpreter join your call, let the Office Coordinator who scheduled your appointment know.
- You'll need an internet connection or cellular service for your visit. Test out your connection to make sure it's working. Make sure your connection is fast enough so you can share your screen and use your video and microphone.
- You'll need to log onto your MyMSK account to begin your telemedicine visit so have your username and password ready. If your caregiver manages your MyMSK account for you, ask them for your login information or have them help you.

- Before your telemedicine visit, you'll need to sign a consent form on MyMSK. You'll only need to do this once before your first telemedicine visit.
- Make sure you know how which program you'll be using for your visit. These resources can help you get ready:
  - *Getting Ready for Your MSK Telemedicine Visit* ([www.mskcc.org/pe/msk\\_telemedicine](http://www.mskcc.org/pe/msk_telemedicine))
  - ***Doximity Patient Resources***
  - ***Getting Ready for Your Telemedicine Visit: Using Cisco Jabber Guest on Your *Personal Computer (PC)*, *Apple Computer*, or *Smart Device****
- Make sure you let the software access your camera and microphone so your healthcare provider can see and hear you.
- Find a quiet and private space away from the public to have your telemedicine visit.
- Make sure this space has good lighting so your healthcare provider can see you. Lighting should be in front of you, not behind you.
- Check that your speakers, camera, and microphone are on and working correctly.
- Make sure your device is charged or is connected to power and charging.
- Turn down the volume on any radios, TVs, or other devices in the area.
- If you're using a smart device, put it in landscape mode. This will help your healthcare provider see you better. You can also place your device on a stand or prop it up with books so it stays still.

# During Your Telemedicine Visit

- During your telemedicine visit, it's important for you to stay in one place to avoid losing your Internet connection or cellular service. Don't have your visit while you're commuting.
- If possible, call into your telemedicine visit from your phone instead of using your computer audio. This will help make it easier for your healthcare provider to hear you.
- Make sure the camera is pointed at you and you can see the screen clearly.
- Once you're connected, you should be able to see and hear your healthcare provider and yourself. If you don't, call your healthcare provider.
- There may be a slight delay in the video and audio during your visit. This is normal.
- At the end of your visit, ask your healthcare provider any questions you have about your care.

## Help with Telemedicine Visits

If you need help or have questions about getting ready for your telemedicine visit, call 800-248-0593 and press 1 to reach the Telemedicine Help Desk. You can reach the Telemedicine Help Desk Monday through Friday from 9:00 AM to 5:00 PM.

For more resources, visit [www.mskcc.org/pe](http://www.mskcc.org/pe) to search our virtual library.

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