

Your Virtual Care APPOINTMENT



Decatur County
Memorial Hospital
The Quality Care You Want. Close By.

Be Prepared For Your Appointment

- ➔ Make sure your equipment is working and connected to WiFi. Test that the sound works and the video quality is good.
- ➔ Check lighting: have a light source facing you from behind your video recording device, do not have a light behind you, close curtains or drapes.
- ➔ Keep your recording device level with your face and your face centered on the screen. If you are using a phone, have it on a stand or prop it up, do not hold it or walk around with it.
- ➔ Eliminate distractions. Find a quiet room to minimize background noise. Remove children or pets from the video call area.
- ➔ Have health information and history ready, including some questions prepared to ask the provider about your health and why the appointment was scheduled.
- ➔ Reduce Internet disruptions by minimizing any extra apps or tabs on your video recording device and limit the number of other devices accessing the Internet while on your call.

Time For Your Appointment

Treat the appointment as you would an in-person visit. You are here to receive the same quality of care.

Avoid eating, drinking or engaging in other activities during the call so the provider can hear you.

Speak clearly and at a normal volume. Check with the provider to see if they can understand you.

Take notes to remember any important instructions and to document answers to questions you may have.

Ask about a follow-up appointment or any necessary next steps the provider may recommend.



Still Have Questions? 812-222-3264