

Telehealth:

Preparation for Families/Caregivers

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Many agencies are shifting their practice from in person visits to telehealth in order to protect the health of their staff, patients, and the community from the spread of COVID-19. Although it can be difficult to commit to learning and using new technical and community skills. **An abundance of research shows us that behavioral health visits by video conferencing are just as effective as being seen face to face!**

Are you caring for a person who is making the switch from in person visits to appointments via a telehealth platform? Use this resource as a tip sheet to help prepare a person for their appointment and guide them to having a successful telehealth visit.



- Your provider will assist you in the transition between in person, face-to-face appointments into using a telehealth platform that their agency has chosen. If video platform is impossible, a phone discussion could also be an option.
- Choose a space inside your residence that is private and free of distractions and noise.
- If you're using video, set up your camera about 2-3 feet away from your face. Try and make sure that your face is in the middle of the screen. Make sure that the space has sufficient lighting, so that your provider can see and connect with you easily.
- Would you like to speak with your provider alone? Or would you like to have a family member or caregiver with you for your visit? If you would like to invite someone to your visit, ask them ahead of time and make sure that they are prepared to be on time.
- Grab a notepad and a pen so that if is something important to write down, you can do so easily during your appointment.

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- When your visit begins, ask your provider if they can see and hear you clearly. You might need to make some adjustments so that you can communicate back and forth clearly.
- Do you have any questions for your provider?
- Do you have any feedback for them about how your visit went?
- Review what your goals and responsibilities are in between now and your next visit.
- Review your plan for emergencies and ask your provider how they would like to be contacted in between visits if any issues occur.
- Review what was accomplished at the visit and talk about what next steps are moving forward.
- Confirm with your provider and write down the date and time of your next telehealth visit.

