

Patient Instructions for a Successful Telehealth Visit



River Oak
Center for Children

Getting Started. Telehealth is a way to receive care while you remain at home. It can help keep you and your family safe by staying away from River Oak offices or having a clinician come into your home. The goal of River Oak Center for Children is to ensure that you receive the same high-quality care that you would get by coming in for a visit. By taking a few minutes to prepare, you can set yourself up for a successful visit. Here is a quick checklist to make sure you are prepared for your telehealth visit.



- **Use the best camera you can find.** Telehealth visits work best when you can be clearly seen. Many devices now come with high quality built-in cameras. If your device has an external camera, test out the picture by doing a video call with a friend or family member.



- **Place your camera at eye level.** This helps you see each other more clearly and have a deeper connection during your visit.



- **Test the sound.** Most devices have a built-in microphone and speaker system. You can test yours by watching a video with sound or having a video chat with a friend.



- **Plug in your device for power and internet.** You don't want to lose your connection during your visit, so ensuring that you have your device fully charged and plugged in will keep you connected during your appointment. You can do your telehealth visit using Wi-Fi, but your computer will work better if it's plugged directly into the internet with a wired ethernet cable. If you're on a smartphone try connecting to your home's Wi-Fi for the best connection.



- **Close other apps.** Having too many apps running on your computer or device can make your device run slowly. Before starting the visit, close all programs that you aren't using during the visit.



- **Use the best browser.** If you're using an online app, check if you need to run it in a certain browser – for instance, you may need to use Chrome instead of Internet Explorer.



– **Find a private space.** Find a quiet space where you will not be interrupted. It is important that you feel comfortable and have privacy to discuss your health concerns.



– **Dress and sit as if you were at an office appointment.** Although you are receiving services at home, it's best to behave as you would in public. Wear clothes that you would wear to an appointment, and sit on a chair rather than on a bed.



– **Adjust the lighting.** Before you begin your visit, check the lighting. Is the picture fuzzy and dark? Try turning on overhead lights or closing blinds to reduce background light.



– **Prepare your list of questions and concerns.** Take a minute or two before starting the visit to write down any questions you may have.



– **Have the call back number handy.** Just in case you have technical issues or other problems come up during your visit, have the call back number on hand so you can call them back if you are disconnected.



– **Connect to the visit early.** Log in early to your appointment to ensure the most successful appointment.

During the Visit.



– **How to act.** Act like you would if you were at an in-person visit in the office. Discuss all concerns and symptoms, ask questions, and listen closely. Make sure you're looking into the camera and staying close to your device so we can see and hear you.



– **Pat yourself on the back.** You just did your first telehealth visit! Make sure to follow any instructions and recommendations and share any feedback you have.

Where to Find Us

River Oak North

5445 Laurel Hills Drive
Sacramento, CA 95841
P: (916) 609-5100
www.RiverOak.org

River Oak South

9412 Big Horn Blvd., Suite 6
Elk Grove, CA 95758
P: (916) 609-5100

Family Resource Center

4625 44th St., Room 36
Sacramento, CA 95820
P: (916) 244-5800

Non-Profit 501(c)(3) #94-2519001.

In collaboration with Sacramento County Department of Health Services Division of Behavioral Health.

River Oak Center for Children complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.