



PREPARE FOR A VIRTUAL VISIT

Once you have a confirmed telehealth appointment, day and time, you will receive an email with a telehealth appointment link. The virtual visit is an audio-visual setting in real-time. The provider will ask you about your location and you must be present in your residential state for the telehealth service to occur.

Technical Preparation

- You need a device with internet access and a working camera and microphone
 - Smartphone, tablet, or desktop computer
- A good internet connection
- Place the device with camera/microphone in front of you at eye level

Environment Preparation

- Choose a quiet, private space where you can speak freely, without distraction
- Ensure good lighting to be easily seen by the provider
- Minimize background noise

Before the Visit

- Update information and forms online; OptiMantra patient portal
 - Current medications; prescribed, over-the-counter, and supplements
 - Verify correct pharmacy information
 - Complete questionnaire

During the Visit

- Join the virtual visit a few minutes before your scheduled appointment time to allow for any last-minute troubleshooting
- Have a pen and paper ready to note any important information from the visit