



Virtual visits made simple

Prepare for your virtual visit in 3 simple steps

Virtual visits, also known as telehealth, connect you with a doctor or health care provider from the comfort of home or work. With the convenience of a virtual visit, you can get access to quality care. Virtual visits may also be a great way to stay on top of your health and stay at home. Here are 3 simple steps to help you prepare for a smooth visit.

① Get yourself ready

Take a few minutes before your virtual visit to prepare.

- **Quiet space:** Choose a quiet area to avoid interruptions from family and pets
- **Good lighting:** Position yourself in a well-lit room and try to avoid windows in the background that can cause glare
- **Comfortable spot:** Find a place to settle in for your visit, like sitting at the kitchen table or in a comfy living room chair

② Get your information ready

It's a good idea to have your questions and information on hand.

- **Questions:** Jot down questions about symptoms, procedures or prescriptions
- **Medications:** List your prescriptions, over-the-counter medications, plus vitamins and supplements, along with your pharmacy name and address
- **Insurance:** Keep your UnitedHealthcare member ID card handy for easy access

③ Get your tech ready

To ensure a smooth experience, take a few minutes to check your tech.

- **Connect:** Test your internet signal to ensure it's strong
- **Charge:** Plug in or charge up your selected device — smartphone, laptop or tablet
- **Position:** Steady your camera by propping it up in front of you instead of holding the device
- **Access:** Follow any special instructions from your provider, like downloading an app or setting up an account

Troubleshooting tips

- **Test:** Test the audio and video on your device 10 to 15 minutes before your virtual visit
- **Speed:** Consider closing other apps to help avoid a slow internet connection and distractions
- **Volume:** Check that the microphone on your device is on and the volume is up, not on mute



Virtual visits can be a helpful option for getting care outside the doctor's office. Learn more at uhc.care/virtualvisits