

How to Prepare for a Telemedicine Appointment with Your Independence Health System Provider

Many Independence Health System providers now offer virtual appointments using the patient portal FollowMyHealth. A telemedicine visit allows you to access care even if you cannot visit your provider in person.

Before the Day of Your Appointment

Identify a private location for your appointment

- Try to find a quiet environment during your appointment.
- Having a support person would be appropriate if necessary.
- Ensure sufficient lighting so your provider can see you.
- Good options can be a room in your home or even in your car.

Check your technology

- Devices include your computer, iPad, or mobile device.
- Review functionality of the camera and the volume of the device.
- Ensure you have a strong internet connection.
- Download the FollowMyHealth app or visit <https://excelahealth.followmyhealth.com>.

Organize insurance information

- Make sure to have insurance cards and any additional information nearby.

On the Day of Your Appointment

Get ready for your telemedicine appointment

- Make sure that your device is charged.
- Have the necessary login information.
- Have a pen and paper nearby for any notes.

Do not forget...

- Bring any questions you would like to discuss.

Prepare what to wear

- A provider may need to assess an area on you. Please wear clothing that allows easy accessibility.

Start Your Appointment

Sign in and get started

- About 5 minutes before your appointment, sign into the telemedicine appointment.
- Make sure the camera is at eye level and adjust volume as necessary.
- Ask any questions you have before you sign off.