



Checklist: Healthcare Patient Best Practices

Be prepared for your virtual visit by checking off this list of best practices!

Before your visit

- Download the Zoom app** on your computer or mobile device at zoom.us/download for the best experience.
- Make sure you have a good WiFi connection.
 - Set up close to your WiFi router.
 - If your WiFi connection is poor, connect to your router using an ethernet cable.
 - Watch [this video](#) for more tips on how to improve your WiFi at home.
- Try to find a space for your visit that is private, quiet, and without distractions.
- Look for a well-lit area, or use a lamp set behind your computer to light your face.
- Tidy up your background environment or sit in front of a wall/backdrop.
- Position your webcam at or slightly above eye level to create the feeling of having a face-to-face conversation with your provider.

Join your Zoom video call 5 minutes early to make sure you're all set and can get started on time!

- Not sure how to join your Zoom video call? Check out [this Help Center article](#) to learn about all the ways you can join a Zoom video call.
- Test your [audio](#) and [video](#) so you can start your visit without delays.
- Make sure your [camera is on!](#)

During your visit

- Keep your video on so your provider can see you.
- Select [Speaker View](#) so you can see your provider better.

