



ENDOCRINOLOGY CONSULTANTS
OF EAST TENNESSEE

Balanced Care. Better Life.

Preparing for your Virtual Telehealth Visit



Verify You Have a Supported Smart Phone

You must have an iPhone or Android phone to be able to participate in a telehealth visit with one of our providers.



Verify Camera and Microphone are Working

Before you start your visit, make sure your phone's camera and microphone are working. If you can use Facetime, Google Duo, Skype, or an equivalent video-based chat application, you should be good to go!



Verify Phone is Charged & Speaker is not Muted

It's a good idea to ensure your phone is at least 50% charged to prevent your phone from losing power during the visit. Make sure your speaker volume is set to a comfortable level.



Connect your Phone to WiFi if Available

To ensure the best quality connection with your provider, it is best to connect your phone to your local WiFi or hotspot.



Close Unnecessary Apps/Programs

Endocrinology Consultants uses a telehealth platform that relies on your phone's default Internet browser (typically Safari or Chrome); exiting out of unnecessary apps prior to your visit will improve performance.



Find a Quiet Place with Good Lighting

Think about your surroundings prior to your telehealth visit. It's best to be in a quiet room that's free from distractions (pets, children, etc.) and background noise (TVs, radios, etc.). The room should be well-lit, but avoid locations that would place a window or mirror behind you.



Have your Clinical Data Pulled Together

Your provider's nurse will contact you before your visit to review your medications, allergies, and other health-related information. If your provider requires labs for your appointment, you will need to have these done prior to your visit. You may call our office to arrange an appointment with our lab. Patients with diabetes should be prepared to discuss their blood glucose readings.





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Your Telehealth Visit

1 Have your smart phone with you at all times the day of your telehealth visit.



2 A nurse will contact you by phone prior to your appointment to collect/verify your health information.



3 Your provider will send a text message to your phone around your appointment time followed by a secure visit link (see example).

A care team member from your healthcare provider would like to start a secure video chat with you. Click the following link to join:

<https://services.ohmd.com/v3/video/j7fnLdf3>

4 Click on the link in the text message and allow access to your phone's video and microphone when prompted.



5 Your telehealth visit will begin momentarily.

