**Preparing for Your Telehealth Appointment**

**Forms:** To access and complete intake paperwork before your appointment, please create an account with MyMedicalLocker using the instructions provided to you when you scheduled your appointment. You can access MyMedicalLocker by visiting:

<https://www.MyMedicalLocker.com>

If you need assistance with MyMedicalLocker, please select **“Help Site”** on MyMedicalLocker’s homepage for assistance.

**Technology**: To access telehealth appointments, you will need access to a mobile device with a camera. You will also need to download the AnywhereCare app located in your device’s app store. Using headphones can also increase privacy when speaking with your provider. The ***day before*** your appointment, it is a good idea to check the following items to ensure they are working properly:

* Check the camera and volume on your device to make sure they are working as needed
* Make sure you have a reliable internet connection
* Download the AnywhereCare app to access appointment

The ***day of*** your appointment, make sure your device is charged. ***15 Minutes before*** your appointment, move to the space you will be using for your appointment, set up your technology (including adjusting camera and volume) and have the AnywhereCare app you will need to access your appointment ready.

**Location:** Find a place that is quiet, private and free of distractions. This may be in your residence or in your car. Find a place you feel comfortable talking without being concerned of being interrupted or overheard. Make sure the lighting in your space is good to ensure that your provider can clearly see your face.

**Privacy**: If you are sharing your living space with others, your provider may work with you in identifying a ***“safe word”*** to communicate when others have come into your meeting space so that private information is not shared while others are present. Other ways to increase privacy during telehealth appointments:

* Use ***password protected*** wi-fi and avoid using public wi-fi if possible.
* Make sure your device is password protected.
* If using someone else’s device, notify your provider so that private and confidential information is not sent to that device following appointments.

**Appearing on Camera:** If your appointment will include video, the following suggestions can be helpful in setting up and using your camera during appointments:

* Angle the camera so that your face and upper body are clearly visible to the provider and the camera is at about eye level.
* Dress appropriately-Dress as you would if you were having this appointment face to face with the provider.
* Try to minimize moving around while using or holding your device.

**What to Have Available at Appointment**:

* Government issued photo ID
* Insurance information if using insurance for your visit
* List of current medications and prescribed dosage
* Location of pharmacy you use if provider will be filling any prescriptions
* Notes or questions you have written that you hope to review with your provider

**Starting Your Appointment**: At the time of your appointment, you may be prompted to wait in a “virtual waiting room*”* until your provider is able to join you. Please remain in the space you plan to conduct your appointment in until your provider joins the appointment. In the event you are having troubling accessing your appointment, please call Health, Counseling and Student Wellness at 859-572-5650 as soon as possible to ask for assistance. In the event there is a lost connection or failure of technology, the provider will contact you at the phone number you provided on your initial paperwork.