

# How to Prepare for Your Upcoming Telehealth Appointment

## Before Your Appointment



### **Identify a comfortable and private location.**

This location should be a place where you can have a private and confidential conversation throughout the duration of your session. Ideally, a spot in your home where you feel comfortable and there is good lighting to interact with your prescriber/clinician. After you have identified a location for your session, make sure that location has a good enough internet connection.



### **Technology Check**

Wifi or internet connection is very important during these video sessions. Take the time to figure out which device you will be using. There are three ways to access Telehealth services offered by CarePlus NJ:

- Laptop/Desktop
- Phones
- Tablets

After you have chosen which device you will be using, make sure that both the camera and microphone are working. Within 24-48 hours before your appointment, you should receive a call from a staff member who will guide you through the download process of our Telehealth solution. They will be available to answer questions regarding your upcoming appointment and help with any technological concerns. Further instructions can be found under the client resource tab on our main site at <https://www.careplusnj.org/telehealth/>.



### **Prepare your thoughts**

Think ahead about what you want to discuss during your Telehealth session.

**Helpful Hint:** Write down some notes! Writing down your thoughts on what you wish to discuss during your session can help keep things on track.



## Day of Your Appointment

### **Prepare for your video session**

On the morning of your appointment, have your technology ready and make sure that your device is charged. Confirm that the spot you chose is quiet and comfortable, without distractions. Check that you have the necessary link to start your video session.



## Start of Your Appointment

### **Sign in and get started**

We ask that you login 15 minutes prior to your scheduled appointment. At that moment you will be taken into a virtual waiting room, and then the prescriber/clinician will then start the session at the time of the appointment.

If you need technical support please contact: **(201) 986-5000**