



Pre-Screening Questions for Patients:

What device will the patient be using for their direct to home visit?

Smartphone

Laptop

Desktop

What internet connectivity does the patient have for their direct to home visit?

Wi-Fi

Wired Internet

Cellular Data Plan (3g or 4g)

Is the patient's current internet connectivity/data plan working?

Yes

No

Is the patient's current internet connectivity/data plan unlimited?

Yes

No

Will using the patient's current internet connectivity/data plan cost the patient extra money?

Yes

No

Does device that the patient will be using for their direct to home visit have audio (microphone and speaker) capability?

Yes

No

Is the microphone and speaker currently working?

Yes

No

Have the patient do the following when testing:

1. Turn on equipment
2. Click on (or type in) the internet link given to you by your provider's clinic.
3. If not already done, download and install VidyoDesktop. If using a mobile device, you will need to download VidyoMobile from the App Store or the Google Play Store.
4. Enter their name and click "Connect".
5. Confirm that you can see and hear the patient virtually.
**Troubleshoot connection issues during testing (Audio and Visual) **
6. Remind patient the steps they need to follow to connect for their visit.

Tips and tricks to try if things don't work

- **Turn off equipment, wait, and then turn on and try again**
- **Try different web browser**
- **Try different device, if available**
- **Unplug and re-plug in devices**
- **Check volume**
- **Confirm internet connection working**

If tips and tricks above do not work in 15 minutes, consider reschedule or phone visit