



**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, you may need to download a video app.
4. Enter the patient's last name and click "Join Call".
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**