

## Telehealth Checklist: Help prepare for your visit

### Before the visit:

- You will be scheduled for the telehealth appointment.
- ANTHC BHWC uses a videoconferencing platform called Zoom. Before your scheduled telehealth appointment, you will be sent your secure login Zoom link that you will use on the day of your appointment. Please see the attached information about creating a Zoom account and using the platform.
- You will need a private location with internet access and a computer with a camera and a microphone/speaker.
- Be sure your device is plugged in or fully charged. Set the camera at eye level, and use headphones if you need privacy or are hearing impaired.
- Have the clinic phone number handy in case of any questions or concerns: (907) 729-BHWC (2492).

### On the day of the telehealth appointment:

- Please treat this appointment as you would a visit to the clinic: dress appropriately, turn off cell phones, TVs, etc., and do not engage in other activities during the sessions (emailing, on the internet, cooking, cleaning, eating, etc.); and please do not smoke or drink during the session, or attend the session while under the influence of alcohol or drugs.
- Unless this is a planned couple or family visit, please be sure you are alone in a private space.
- Please use your computer to join the Zoom link 5 to 10 minutes before the scheduled visit and wait for your health care provider to open the appointment.
- Once your health care provider joins the appointment, no one else will join during your appointment unless you are joining a group counseling appointment.
- Your provider will introduce themselves and anyone in the room with them and will ask you to identify yourself, and anyone in the room with you.
- You will be asked to provide your location and telephone number as part of our technical failure and safety protocols.
- Your visit will not be recorded and we ask that you also do not record the visit.