



ASTHMA & ALLERGY CENTER

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How To Get The Most From Your Tele-Health Visit

1. Collect your information

- Make a written list of your current symptoms, concerns and questions you need to ask us, prescriptions you need refills for, any problems with allergy injections or extracts or medications.
- Have a detailed medication list, including their names, dose, how they are taken, and how often or what time of day you are taking them. The list must include medications from other doctors and over the counter meds.
- Be prepared to answer questions about your personal medical history, family history, home environment, lifestyle, and social history.

2. Test your Devices

- Test and ensure the device you plan to use (cellphone, ipad or computer) is working properly, is fully charged or plugged in, and that you have a reliable connection whether wifi, cellular, or direct line.
- Ensure your camera and microphone are working and turned on.
- Have an alternate mode of communication ready (phone, etc.) in case the first one gets disconnected or malfunctions. If the video quits, we can continue with audio. If both quit, a text box will appear for communication.
- To connect we will send you a link by text or email. Click on the link and follow directions. There may be a brief wait in the “virtual reception area”. The connection process is very easy and almost flawless.

3. Choose surroundings for your visit

- Make sure you have a comfortable, quiet, private place to sit for the visit. Your device should be 2 to 3 feet away from your face (your viewer window should show you with full face and both shoulders). Be sure you are not too far from your device, so we can hear you clearly.
- Have sufficient light in the area where you are seated. Do not sit with a window or light behind you. Sitting upright on a chair in front of a blank wall a light source in front of you is the best setting.
- Let everyone in your home know to be quiet and not interrupt your visit.
- Have pen and paper ready to take notes during your visit. You should write down any questions you have ahead of time and have them ready.
- Silence your TV, radio, other phone, etc.