

# Patient Etiquette for a Successful Telehealth Visit

Providing a high-quality visit is our top priority. If this cannot be accomplished virtually, your provider may ask you to reschedule an in-person visit.

## Please follow these 10 steps:

1. Ensure you have a mobile or desktop device with speakers, video capabilities, and a reliable internet connection.
2. If you plan to join from a Mac or PC, use [Chrome](#) or [Firefox](#). To join from a mobile device, use Safari for Apple devices and Chrome for Android.
3. Select a location with plenty of light.
4. Arrange for a private location and introduce anyone joining you.
5. Come prepared with a list of key items (medications, allergies, medical history, and questions for your provider).
6. Ensure you will be located in Montana during the visit.
7. Prepare to give verbal permission to the provider to conduct the appointment as you begin.
8. Keep yourself in view and the camera steady.
9. Stay focused during the visit (avoid driving, running errands, background noise such as TVs or phones).
10. Dress as you would during an in-person visit.

**You will receive a reminder 1 hour prior to the start of your visit with a join link via text message, email or both.**

View a video of the virtual health experience at [bit.ly/LHtelehealth](https://bit.ly/LHtelehealth)

