

Getting ready for online/phone appointments

Essential items to have with you during the appointment

- Health card or valid photo ID.
- Eyeglasses, hearing aids, and/or walking aids.
- List or bottles of current and/or recent medications, including over-the-counter medicine.
- Names and contact information of other providers/specialists involved in your care.
- Ensure that your care partner is available if you would like them to join the appointment.
- Have a pen and paper available to take notes. Make sure that you or someone with you can take notes.
- If you have access to testing devices specific to your condition(s) (e.g., blood sugar, temperature, blood pressure), make sure that they are nearby.

Prepare your device before your appointment

The day before your appointment, make sure that:

- Your device is charged or plugged into a power source and the volume on your device is turned up.
- Your device is connected to the internet or has enough minutes for the phone call.
- You or someone you live with knows how to use the required software/application.
- Run a test-meeting if using a new online platform.
- You have a photo of any affected areas that you want the provider to look at.

Find an appropriate location for your appointment

Make sure that you have a quiet, private, and comfortable place to make your call, with minimal distractions. If you cannot find a quiet place, use headphones to help both you and your provider focus.

Right before the appointment

- Check your email/phone for any last minute updates from your provider.
- Prepare to be seated in your chosen location 15 minutes early with your technology turned on.
- If your appointment is virtual (with video), sit with the light facing you, not behind you.
- If the appointment is a phone appointment, expect that the provider's phone number may be unknown or blocked.

Tips & Reminders

1. Speak clearly and say everything you want to express out loud. Your provider will not be able to read your body language or facial expressions as well as they can in-person.
2. Ask for clarification. If you can't hear or understand what the provider is saying, or you think you misheard something, ask them to repeat themselves.
3. You don't need to know everything. Try your best to explain your symptoms or experiences if you don't know the medical terms. Ask your provider if they understand you. If they misunderstand you, tell them.
4. It's your choice who attends your appointment. You can bring a family member or care partner with you, or you can attend the appointment alone. It is your decision, and the provider will respect that decision.
5. If you need help with any technology, contact **enTech@Home** at least 3 days in advance. enTech@Home is a free service operated by volunteers at University of Waterloo to provide older adults with tech support.

