Virtual visits made simple

Prepare for your virtual visit in 3 simple steps

Virtual visits, also known as telehealth, connect you with a doctor or health care provider from the comfort of home or work. With the convenience of a virtual visit, you can get access to quality care. Virtual visits may also be a great way to stay on top of your health and stay at home. Here are 3 simple steps to help you prepare for a smooth visit.

1 Get yourself ready
   Take a few minutes before your virtual visit to prepare.
   - Quiet space: Choose a quiet area to avoid interruptions from family and pets
   - Good lighting: Position yourself in a well-lit room and try to avoid windows in the background that can cause glare
   - Comfortable spot: Find a place to settle in for your visit, like sitting at the kitchen table or in a comfy living room chair

2 Get your information ready
   It’s a good idea to have your questions and information on hand.
   - Questions: Jot down questions about symptoms, procedures or prescriptions
   - Medications: List your prescriptions, over-the-counter medications, plus vitamins and supplements, along with your pharmacy name and address
   - Insurance: Keep your UnitedHealthcare member ID card handy for easy access

3 Get your tech ready
   To ensure a smooth experience, take a few minutes to check your tech.
   - Connect: Test your internet signal to ensure it’s strong
   - Charge: Plug in or charge up your selected device — smartphone, laptop or tablet
   - Position: Steady your camera by propping it up in front of you instead of holding the device
   - Access: Follow any special instructions from your provider, like downloading an app or setting up an account

Troubleshooting tips
   - Test: Test the audio and video on your device 10 to 15 minutes before your virtual visit
   - Speed: Consider closing other apps to help avoid a slow internet connection and distractions
   - Volume: Check that the microphone on your device is on and the volume is up, not on mute

Virtual visits can be a helpful option for getting care outside the doctor’s office.
Learn more at uhc.care/virtualvisits