



Prepare for a telehealth visit in 3 simple steps

Telehealth connects you with quality care without needing to go to your doctor or health care provider's office. Depending on your health plan, you'll likely pay less if you use a network provider. Sign in to myuhc.com[®] to access your health plan account and view the most up-to-date list of your plan's network providers.

Telehealth may be a great way to stay on top of your health from the comfort of your home. Here are 3 steps to help you prepare for a smooth visit.

1 Get yourself ready

Take a few minutes before your telehealth 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, vitamins, supplements, 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, remember 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 telehealth 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



Learn more at uhc.care/telehealth

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