



Telehealth Preparation Checklist

Generational Support, LLC

Helping Families Navigate Aging in the 21st Century

Before the Appointment

☒ **Confirm the Appointment**

- ☐ Verify the date and time
 - ☐ Confirm whether the visit is by phone or video
 - ☐ Locate the meeting link or access instructions
 - ☐ Write down the provider's office phone number in case of technical issues
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Prepare Your Technology

- ☐ Charge your phone, tablet, or computer
 - ☐ Test your camera and microphone
 - ☐ Ensure you have a reliable internet connection
 - ☐ Update the telehealth app if necessary
 - ☐ Practice opening the meeting link before the appointment
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Gather Important Information

Have these items nearby:

- ☐ Current medication list
- ☐ Medication bottles (if needed)
- ☐ Blood pressure readings (if monitored)
- ☐ Blood sugar log (if applicable)

- ☐ Weight (if requested)
 - ☐ Recent symptoms or concerns
 - ☐ Insurance card
 - ☐ Notebook and pen
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Prepare Your Questions

Write your questions ahead of time.

Examples:

- ☐ What is our biggest health priority right now?
 - ☐ Are there medication changes?
 - ☐ What symptoms should we watch for?
 - ☐ When should we call your office?
 - ☐ When is the next follow-up?
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Set Up Your Space

- ☐ Quiet room
 - ☐ Good lighting
 - ☐ Comfortable chair
 - ☐ Camera positioned at eye level
 - ☐ Reduce background noise and distractions
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During the Appointment

- ☐ Let your parent answer questions first whenever possible
 - ☐ Take notes
 - ☐ Ask for clarification if something isn't understood
 - ☐ Confirm next steps before ending visit
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After the Appointment

- ☐ Review the context and instructions from the call
 - ☐ Schedule follow-up appointments
 - ☐ Update any medication changes
 - ☐ Share important updates with family caregivers and hired help
 - ☐ Keep track of appointment day, time, doctor's name, nurse's name, and discussion topics
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Caregiver Reminder

The goal of telehealth is to improve communication, increase access to care, and help older adults remain active participants in their healthcare decisions, as well as allowing family members to participate in a more flexible environment.