





## VIRTUAL VISIT CHECKLIST

### Prior to scheduling, please ensure you have:

- A working laptop, tablet or smartphone (with a front camera)
- A fully charged device, or access to power
- An internet connection
- A well-lit space to see each other clearly (lighting should be in-front of you rather than behind)
- A quiet space to reduce distractions and protect privacy

### Initial Set-Up

1. Choose the platform that best meets your needs
2. Sign-up to the service
3. Install software if necessary
4. Download mobile app if using smart phone
5. Test microphone and camera
  - a. Microphone test - look for microphone icon (may vary slightly between platforms) - to mute/un-mute, click this icon
    - i.  (indicates microphone is **muted**)
    - ii.  (indicates microphone is **un-muted**)
  - b. Camera test
6. If you have difficulty navigating the platform, please contact their representative:
  - a. Zoom: Sara Hof at [shof@chla.usc.edu](mailto:shof@chla.usc.edu) or Felicia Hoodbhoy at [fhoodbhoy@chla.usc.edu](mailto:fhoodbhoy@chla.usc.edu)
  - b. KidsDoc: Scott Cohen, MD, at [signup@callkidsdoc.com](mailto:signup@callkidsdoc.com)
  - c. Anytime Pediatrics: Mick Connors at [mick.connors@anytimepediatrics.com](mailto:mick.connors@anytimepediatrics.com)
  - d. Doxy.me: you can sign up through the [doxy.me](https://doxy.me) and use the chat feature

### Scheduling

7. **Ensure email addresses** of patients are correct and up to date
8. Confirm provider calendar has the correct url/information for them to access appointment
9. Ensure backup call option for patient — have cell # available
10. Test appointment/rehearsal - lighting, sound, etc.
11. Scheduling appointment – scheduler to provide information to patient about sign in information



12. Validate patient has accepted the invite, has downloaded the app and is ready to go at least one day prior.

### **Appointment**

13. Review chart before appointment
14. Ensure you have contact information in the event that the visit is cut off unexpectedly
15. Verbal consent
  - a. Document in the chart

### **Follow Up**

16. Schedule follow up appointment if needed
17. Reach out with test results if needed