

Prepare your device before your appointment

The day before your appointment, make sure that:

- Your device is charged or plugged in 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 you are using a new online platform.

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.

Essential items to have with you during the appointment

- Health card or valid photo ID.
- Eyeglasses, hearing aids (devices), walking aids (for video appointments).
- Testing devices specific to your condition(s) (e.g., blood sugar, temperature, blood pressure), if you have access to them.
- List or bottles of current and/or recent medications, including over-the-counter.
- Names and contact information of other providers/specialists involved in your care.
- A trusted family member or friend, if you would like them to be present.
- A pen to take notes - you can use the back of this handout or have your own paper ready. Decide whether you or someone with you will take notes.
- A photo of any affected areas you want the provider to look at, or make sure you are prepared to show the provider affected areas with video.

Right before the appointment

- Check your email/phone for any last minute updates from your provider.
- Prepare to be seated in your chosen location early with your technology turned on.
- If your appointment is online (with video), sit with the light facing 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.
3. Try your best to explain your symptoms or experiences if you don't know the medical terms. If your provider misunderstands 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.
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.

Website: <http://www.entech.club/>

Phone: 226-336-9684

