

# Preparing for Your Video Visit

Treat the appointment the same as you would an in-person visit. You are here to receive the same quality of care.

## Before the Visit

### Day Before the Visit

- Choose a device that has audio and video capability
- Find a location with reliable internet connection, preferably Wi-Fi
- Review instructions for joining a video visit: <https://unhealthcare.org/patients-families-visitors/my-unc-chart/video-visits/>
- Plan for your child to be present at the video visit
- Make sure you are in the state of North Carolina, otherwise, reschedule the visit

### Day of the Video Visit

- Weigh your child or have a recent weight ready to share
- Measure your child's temperature
- Have your child's medications or medication list ready to review
- Write down questions you or your child may have for the providers
- Join the video visit 10 minutes before your scheduled appointment time

## During the Visit

- Avoid eating, driving, or engaging in other activities
- Make sure the room has good lighting
- Please wait 10-15 minutes before disconnecting if your provider is late
  - Send a message via MyChart or E-Mail your nurse before disconnecting

## After the Visit

- Review your After Visit Summary (AVS)
  - MyChart: AVS will be sent through MyChart automatically
  - Email: If you do not have MyChart, please provide your CF nurse with an e-mail to send you the AVS
- Schedule your next appointment:
  - Call 984-974-1401 or
  - Reach out to your CF Nurse or
  - Use FastPass option through MyChart