

# Preparing for your virtual visit



Learn more about virtual visits at [www.bostonchildrens.org/virtualvisits](http://www.bostonchildrens.org/virtualvisits).

## Prepare your technology.

If you need help with any steps, please call our Digital Health Support Team at 617-919-4396.



Check that you have a strong internet connection.



For the best experience, [download](#) Zoom.



[Learn](#) how to turn your camera and microphone on.

## Prepare your information.



Make a list of your medications and any medical records.



Create a list of questions to ask.



Have your pharmacy's phone number and address ready.

## Prepare your space.



Do your best to find a quiet, well-lit place with few distractions.



The patient must be present unless otherwise specified by your provider.



For your safety, **do not** join the visit from a moving car.

You're prepared! Join 15 minutes before your scheduled appointment time.

**Need Support? Call the Digital Health Support Team at 617-919-4396.**

We are available Monday, Tuesday, Wednesday, and Friday from 7 a.m. to 5:30 p.m.; Thursday from 7 a.m. to 6:30 p.m.; and Saturday from 8 a.m. to 1 p.m. (ET).

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