Pre-Screening Questions for Patients:

What device will the patient be using for their direct to home visit?
- Smartphone
- Laptop
- Desktop

What internet connectivity does the patient have for their direct to home visit?
- Wi-Fi
- Wired Internet
- Cellular Data Plan (3g or 4g)

Is the patient’s current internet connectivity/data plan *working*?
- Yes
- No

Is the patient’s current internet connectivity/data plan *unlimited*?
- Yes
- No

Will using the patient’s current internet connectivity/data plan cost the patient extra money?
- Yes
- No

Does device that the patient will be using for their direct to home visit have audio (microphone and speaker) capability?
- Yes
- No

Is the microphone and speaker currently working?
- Yes
- No
Have the patient do the following when testing:

1. Turn on equipment
2. Click on (or type in) the internet link given to you by your provider’s clinic.
3. If not already done, you may need to download a video app.
4. Enter the patient’s last name and click “Join Call”.
5. Confirm that you can see and hear the patient virtually.
   **Troubleshoot connection issues during testing (Audio and Visual)**
6. Remind patient the steps they need to follow to connect for their visit.

Tips and tricks to try if things don’t work

- Turn off equipment, wait, and then turn on and try again
- Try different web browser
- Try different device, if available
- Unplug and re-plug in devices
- Check volume
- Confirm internet connection working

If tips and tricks above do not work in 15 minutes, consider reschedule or phone visit