

# YOUR TELEHEALTH VISIT

Telehealth is the use of electronic devices to connect with health care professionals. Using telehealth can increase access to services, provide choice and reduce the time you wait to be seen. You will be offered the option of telehealth for any service that can be effectively provided through telehealth technology.

## What you will Need



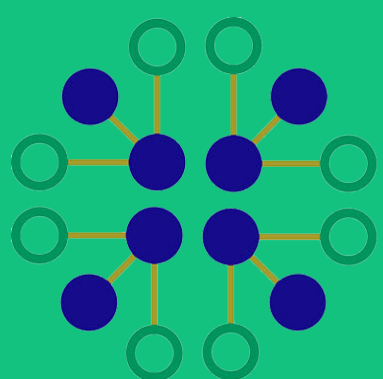
- Put the virtual appointment time and date in your calendar
- Ensure that your video and audio are working correctly prior to the appointment – meet us where your internet is the strongest
- Charge your device or plug into a charger
- Try to have all important documents on hand including lists of medications and any updates or medical information

## During your Visit

- Identify a location that is private and safe with no distractions – Let staff know if someone is in the room off-camera
- Position your camera so your face is visible in adequate lighting with your volume up
- Ensure that you have provided an updated phone number and address to staff to ensure that if connection is lost, CMHCM is able to get a hold of you

## Ensuring Success

- It is not safe to drive a vehicle during your appointment. This is for the safety of yourself and others.
- Let the prescriber/case holder/nurse know if you are temporarily at a different location or using a different phone in case the connection is lost
- Call the CMH office if you are having trouble connecting or having audio/visual issues



**Community  
Mental Health**  
FOR CENTRAL MICHIGAN

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