



TELEHEALTH SERVICES AT NCBI

Getting Ready for your Telehealth Visit

Telehealth provides the advantage of accessing our services right from your personal computer. By adhering to the checklist below, you can help us prepare everything in advance of your session. This proactive approach minimizes the risk of encountering last-minute issues that could delay your appointment.

Following these steps ensures that your virtual environment mirrors the attentive and professional atmosphere of our doctor's office.

Pre-Session Preparation

Welcome Packet

- The welcome packet will include all necessary paper materials needed for each testing session. **DO NOT** open the packet until instructed by your technician.
- If you received a phone stand, please ensure that it is fully assembled.

Screen Requirements:

- Use your personal computer.** School or work PCs may have security features which may block downloads or access to applications, and cause cancellation/s.
- Make sure your screen is at least 10-inches diagonally.



Comfort and Preparation:

- It's important to have rested and eaten prior to your session as eating and drinking will not be allowed during the session.



Secure Your Space:

- Assess available rooms that have the right equipment, offer privacy and are distraction-free.
- Use a comfortable chair and a stable surface for your PC and any other materials you may need during the session.

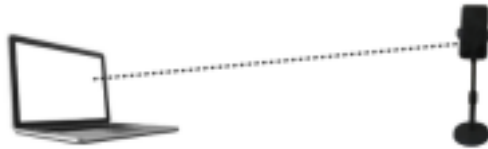




During Session

Avoid Interruptions

- Ensure your space **remains** quiet throughout your entire session by avoiding background noises like phones ringing, babies crying or dogs barking.
- Your phone should be logged into the meeting, attached to the phone stand and positioned directly in line with your PC screen.
- Turn off your phone's microphone and volume to prevent auditory feedback loops.



Optimize Lighting

- Choose a room that avoids harsh lighting or glare from windows, which can cause eye strain to make your computer screen difficult to see.
- Set your computer screen to as high brightness as possible without straining your eyes.



Tech Check

- Download the **Zoom** application on your computer.
- Use stereo headphones and your computer's built-in microphone.
- If using a headset with a microphone, check that volume is comfortable, and the microphone is turned on.
- Ensure your computer is fully charged and plugged in.
- Make sure to connect to a reliable, high-speed internet connection.
- Close any unnecessary applications or windows on your computer.



Post-Assessment

Logging Out

- Remember to log out of the virtual meeting when the test is done.
Take a moment to relax: Unwind after the assessment.



If you have any questions about telehealth requirements or to get in touch for other questions, call (973) 601 0100, email info@neuroci.com or visit <http://neuroci.com/telehealth-services/>

Name (print): _____

Date: _____