≋ Banner Telehealth.

Telehealth Readiness Checklist – Patient

DRESS FOR THE OCCASION:
Dress as you would if you were visiting your Healthcare Provider in person.

FIND A QUIET PLACE:
Before the visit, ensure you are in a quiet, private location with good lighting.

ARRIVE ON TIME:
The link provided to join your visit should be delivered at the time of your appointment. Be ready and waiting to join your visit 5-10 minutes prior to the scheduled time. Come prepared with any questions or notes you wish to discuss with your Healthcare Provider.

Note: Link may be delivered 15 minutes after your scheduled start time. If you have not received your visit link within 20 minutes feel free to contact your primary or specialty care clinic.

CHOOSE YOUR DEVICE:
Select a device with a working camera and microphone. Ensure that your computer or mobile device is fully charged or plugged in.

CHECK YOUR CONNECTION:
Confirm you can connect to the internet. Wi-Fi connections, such as your home or office internet, are stronger than a cellular connection.

USE A SUPPPORTED BROWSER:
Choose a supported browser recommended for your device:

Computers - Desktop and Laptop

Device	Operating System	Recommended Browsers	Processor/Memory
Windows	Windows 7 or higher	CHROME, FIREFOX, EDGE	Minimum Processor: Intel i3 or AMD Quad Core. Minimum RAM (Memory): • 4 GB for a dedicated eVisit computer • 8 GB for a multi-purpose computer
MacOS	macOS 10.12 or higher	CHROME, SAFARI, FIREFOX	

Mobile Devices - Tablet, iPad, iPhone, Samsung, etc.

Device	Operating System	Device's Age	Recommended Browser
Android/Tablet	Android 4.4 or higher	Any Android device newer than 2 years old	CHROME
iPhone/iPad	iOS 8 or higher	Any iOS device newer than 3 years old	SAFARI, CHROME

Note: Android Devices- Prior to your telehealth appointment you must change your default browser to Chrome. Directions: 1. On your Android device, open Settings. 2. Tap Apps. 3. Tap Default Apps. 4. Tap Browser App and change to Chrome. You should now be able to click link and get started.

CLOSE APPS:
Close any apps that use your device's camera and microphone, such as Zoom or FaceTime.

Refrain from opening other apps, answering phone calls, or navigating to another browser while in your visit on a mobile device. This will interfere with your connection to your Healthcare Provider, and you may appear offline.

ENABLE YOUR AUDIO & VIDEO:
When prompted, allow eVisit access to your camera and microphone.

Still Have Questions?

We're here to help! Please contact eVisit for Technical Support at (480) 739-9252 or email us at **btnsupport@evisit.com**.

If you have questions about your upcoming visit, recent/past visits or need to reschedule your video visit contact your primary or specialty care clinic.