

# Tips to Having a Successful Telehealth Visit



**Contact Patient Services  
for additional assistance**

(207) 490-6900

[info@nassonhealthcare.org](mailto:info@nassonhealthcare.org)

[NassonHealthCare.org](https://NassonHealthCare.org)



a division of York County Community Action Corporation

**Your Care Starts HERE**

# Tips to Maximize Your Telehealth Visit

Nasson Health Care offers established patients the convenience of a provider visit without leaving home, using internet access and a personal computer, smartphone, or tablet.

## Please follow these steps to ensure a successful telehealth visit:

- ❖ You need a secure and strong internet connection. We suggest using Wi-Fi or a hardwire connection over cellular.  
*Note: If you do not have a strong internet connection, you can contact us to complete your telehealth appointment at our office.*
- ❖ Test your audio and video equipment before the visit to ensure they work.
- ❖ Verify that you have the correct date, time, and link for your appointment.
- ❖ Plan to be with your provider for the fully scheduled time. If you are not free for the whole time, please reschedule before the call.
- ❖ Select a dedicated location that is quiet and private without distractions. Do not select a public location.
- ❖ You must be physically in the State of Maine during the visit.
- ❖ For the safety of our patients, providers will not conduct a visit while the patient is driving.
- ❖ If you are experiencing spotty or garbled audio/video, you might be asked to close out and restart the session using the same link.