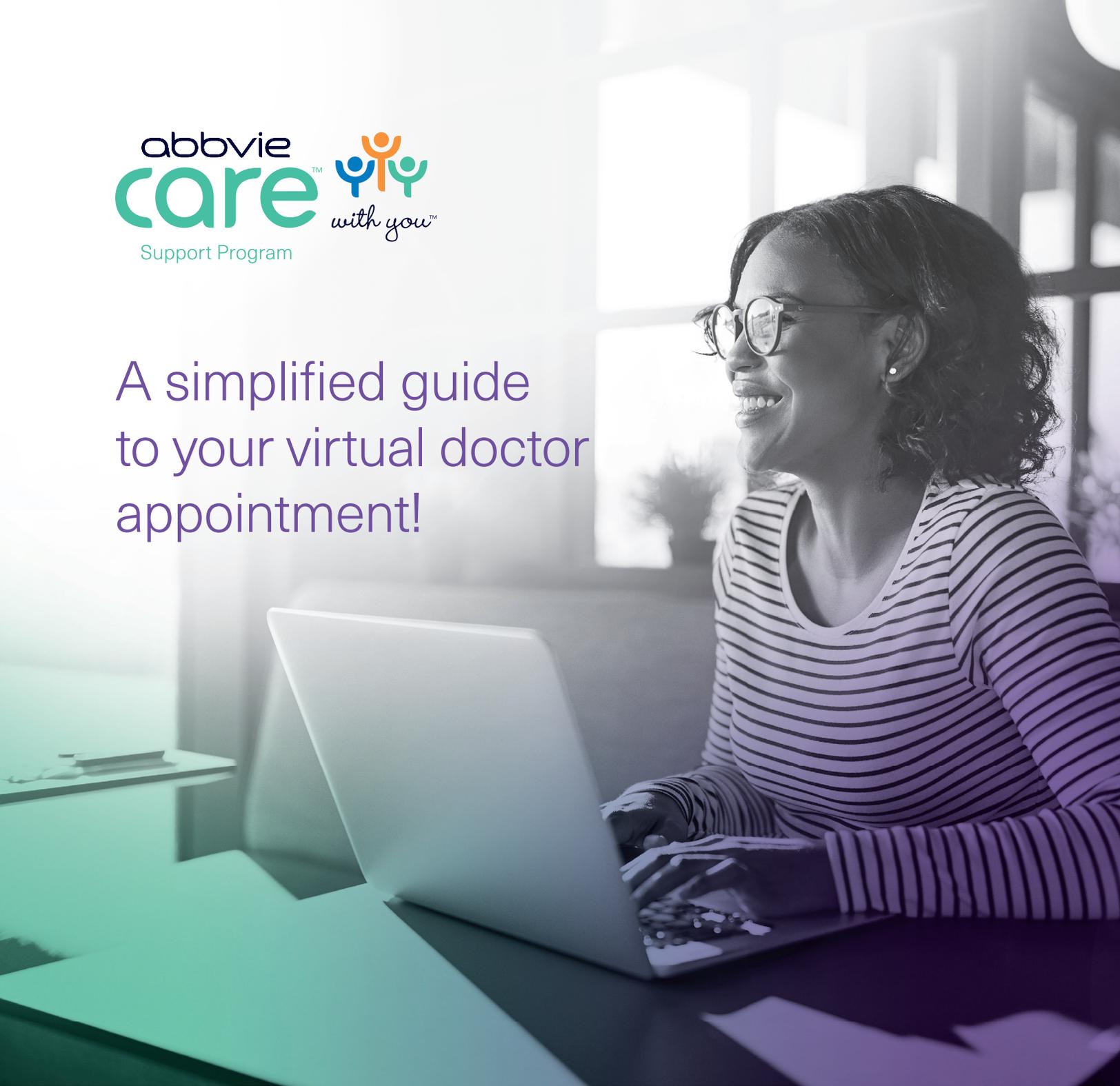




# A simplified guide to your virtual doctor appointment!



From routine checkups, to appointments with specialists, the use of virtual appointments is becoming more and more routine when connecting with your doctor.

As virtual appointments are new for many patients, the AbbVie Care Support Program wants to help set you up for success when talking with your doctor. Here are a few ways to get ready for your next virtual appointment.

# Be prepared: Get the most out of your doctor appointment

## Preparing for your appointment:



Find a quiet place for your virtual appointment, one where you will be free of distractions and interruptions, and make sure you're set up and ready to begin a few minutes early.



Have your medical history on hand to save time if your doctor has questions about any prior medical information. If you've had any recent tests, like blood tests, for example, let your doctor know.



Write down your most recent symptoms and let your doctor know the specific ways you are feeling.



Create a list of any questions you may have. If you have any additional questions during your conversation, you can add these to your list.



Make a reference list of any medications you may be taking, as well as when you started taking them and which, if any, are new.



Bring a notebook to write down your doctor's advice and your next steps.



Have the contact information of your pharmacist ready in case your doctor requires it.

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To help make things easier, we've included a get-ready checklist at the end of this brochure.



## Get comfortable: Connection issues don't have to be a problem!

**During virtual appointments, issues with technology may arise which can make having a clear conversation with your doctor more difficult. Here are a few tips to get through the tricky moments:**

- 1 Be sure your laptop, tablet or smartphone is fully charged or plugged into a power source.
- 2 If the audio lags or your screen freezes, stay calm and make sure your internet connection is working.
- 3 Have a plan with your doctor if these issues persist or if the call disconnects.
  - Choose who will restart the call at the beginning of your appointment.
- 4 Information might be more difficult to hear or understand. It's normal to need information related to health care repeated and rephrased several times before understanding it, especially in a virtual conversation.
  - Let the doctor know if you want them to speak slower, clearer, louder, or use more plain, simple language.



## Stay on track: Keep up to date with your health

**Staying on top of your health is just as important when you're taking your appointments from home. To do this, make sure to:**

- Continue having regular doctor appointments to stay informed on the state of your health.
- If an in-person follow-up is needed, bring your notes from the virtual meetings to facilitate the appointment.

**Get ready for your next appointment with this checklist!**

- Set up a few minutes before your scheduled appointment
- Find a quiet space where you won't be interrupted
- Make sure your device is charged
- Bring a list of the medications you're taking, including any new ones
- Make sure you have your pharmacy name and their contact information on hand
- If you've had any blood tests or any other tests done, come prepared with the necessary information

