



Tip Sheet: Preparing for a Telehealth Consultative Examination (CE)

A telehealth CE uses audio and video technology to let you talk with and see your CE provider via the internet, rather than traveling to a provider's office. This tip sheet tells you what you should know to prepare for a telehealth CE.

How do I connect with my telehealth CE provider?

Prior to your scheduled examination date, your State Disability Determination Services (DDS) or your CE provider will send you instructions on how to access the examination and a link to the portal you will use to connect with the provider. You will be connecting through a non-SSA site and may need to agree to third-party terms and privacy policies to use it.

To participate, you will need:

- A reliable internet connection; and
- A device with a camera and a microphone (such as a tablet, laptop, desktop computer, or smartphone).

If you are participating in a CE because you have a speech or language disorder, you will need:

- A reliable internet connection; and
- A tablet, laptop, or desktop computer.

The examination requires a bigger screen to see everything the CE provider shares with you, and a smartphone screen will not be large enough for a speech-language examination.

Will my visit be secure?

If you have security or other concerns about participating in a telehealth CE, you will be able to opt out and schedule an in-person CE. CE providers do not use applications the public can access, such as Facebook or TikTok, for telehealth CE purposes.

Where should I be during a telehealth CE?

You should be in a quiet, private location. It will be especially helpful if:

- You are alone without others to distract you;
- You are not likely to be interrupted.

The provider who examines you must be licensed in the state where you are. If you will not be physically located in the state where you live on your scheduled appointment date, contact your State Disability Determination Services.

How do I prepare for a telehealth CE?

Prepare the room:

- If possible, position your chair away from bright windows to help your CE provider see your face easily.
- Be ready to close the blinds or turn on the lights if necessary, so the CE provider can see you and not shadows.
- Turn off devices that may make noise and interrupt your conversation, such as fans, televisions, radios, and cell phones.

Prepare your device:

- Update your browser.
- Be sure your device is plugged in (or fully charged) and connected to the internet.
- Turn up the volume and be sure your camera is functioning.
- A few minutes before your appointment, click on the link you received from your DDS or CE provider so you are ready to begin.

If the CE is for my child, can I be present in the room?

Ask the CE provider at the start of the CE whether you can sit with your child during the examination. If permission is granted, be sure your child is seated comfortably in front of the screen. Do not help your child answer the CE provider's questions (for example, do not comment on whether a response is correct or rephrase a question). Do answer questions the CE provider asks *you*.



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