

# BEFORE YOUR NEXT VIRTUAL DOCTOR'S VISIT...

Make safety and security your priority...



## 1 GET YOUR EQUIPMENT READY

Before you begin your appt, make sure you have headphones, a strong internet connection, and video enabled on your device.



## 2 PROTECT YOUR PRIVACY

Find a space in a quiet, well-lit area. If you are in a public space, make sure you have privacy and use headphones.



## 3 COVER YOUR APPS

Make sure the platform you're on is HIPPA Compliant. Ask your doctor's office to confirm this, as well. And don't be afraid to ask these questions — its to protect yourself and your data security. Also, make sure your apps have been updated for security!



## 4 WATCH FOR SMISHING

Smishing is text messages that are requesting you to provide personal information via text. Your doctor's office will NEVER ask you to text your PII or your PHI. When you set up an appointment, your provider will confirm, ahead of time, a phone call to verify appointment or patient information. Never text or email your PII or PHI.



## 5 MAKE YOUR PAYMENTS IN A SECURE WAY

If a doctor's office calls you and asks for payment over the phone, verify it's them by calling them back with the number you have on file for them. A doctor's office will NEVER text or email you for payment. Call to confirm how your doctor will send invoices, either an invoice in the mail or a notification in your patient portal.



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Office of Information and Technology