

# A GUIDE TO VIRTUAL APPOINTMENTS:

## Speaking With Your Healthcare Provider About WAKIX® (pitolisant) By Phone or Video

When you have a virtual appointment, you have to approach it a little differently than an in-person appointment. There are additional steps you should consider. This guide is for people who are considering WAKIX and those who are already taking WAKIX. It has tips to help you navigate virtual appointments, whether you've experienced them before or may be having your first one soon.

### Step 1: Get ready for your appointment.

**Be sure to take some time to get set up before your appointment starts.**



**Pick your spot.**

Choose a quiet, well-lit space where you won't be interrupted or distracted. Remember, safety first—don't take the call while you're driving.



**Check your battery.**

Make sure your device is charged or plugged in.



**Know how to access your appointment.**

Contact your healthcare provider's office beforehand for the correct link and instructions for getting set up.



**Get connected.**

Test your audio, video, and internet connections before your scheduled appointment time.



**Be ready to take notes.**

Whether you use pen and paper or prefer to type up your notes, be ready to capture your healthcare provider's directions.



**Have your paperwork nearby.**

Make sure you have your medical history, insurance information, and a list of all the medications you're taking close by.

**Just like when you visit your healthcare provider in the office,** you may have to wait a little while before the appointment starts.

**Next, plan for your discussion >**

## Step 2: Plan for your discussion.

Make a short list of questions you have that you want to talk about with your healthcare provider. Time may be limited during your appointment, so start with the questions that are most important to you. Once the call begins, be sure to speak clearly and ask your healthcare provider if they can hear you.

### Share what's going on in your life

- Any changes in how you feel since your last visit
- Any questions or concerns you have about your current treatment
- Your treatment plan goals, including any changes you'd like to make in your life
- How you are doing in general—your daily life, such as work, school, homelife, or relationships

### Ask questions.

#### I am considering WAKIX

How does WAKIX work?

Do you think WAKIX may be a treatment option for me?

How is WAKIX taken?

How long might it take for WAKIX to work?

What are the possible side effects of WAKIX?

#### I am taking WAKIX

What can I expect from treatment with WAKIX?

What should I do if I miss a dose of WAKIX?

How can I get support if I need it (eg, emotional, financial)?

In addition to taking WAKIX, what else may be helpful for me?

What are the possible side effects of WAKIX?

**Use the space below for any additional thoughts or questions.**

**Before you end the call ›**

### Step 3: Before you end the call.

#### Make sure you know what your next steps are.



##### **Get the details.**

If you don't understand something your healthcare provider said, don't be afraid to ask them to explain or repeat any details.



##### **Check your access.**

Make sure that you can get into your patient portal. Know where your healthcare provider is sending any additional information.



##### **Ask for a summary.**

You can ask your healthcare provider for an appointment summary so you can review the details when you need to.



##### **Stay in touch.**

Make sure you know how to contact your healthcare provider between appointments.



##### **Schedule another appointment.**

Your healthcare provider may still want to schedule an in-person visit. If so, contact their office to set it up.

### Step 4: Save this guide along with your notes.



**Save or print this PDF so you can use it to prepare for or use during your appointment.**

If you're considering WAKIX or already taking WAKIX, there are more materials and resources available to support you.

Visit [WakixSupport.com](https://WakixSupport.com)