

Making the most of your child's telehealth visit

Is a telehealth visit right for my child?

It's not just a phone call! Telehealth visits - also called video visits or virtual visits - allow you and your child to talk with a healthcare provider over a video call using an online platform like Skype or Zoom. Some healthcare visits can be done by telehealth, while others are better in person. Your child's healthcare provider can help decide if a telehealth visit will suit your child's needs.

Benefits:

- You and your child can attend the appointment from home.
 - No transportation needed
 - No need for backup care
 - Less time away from work or school
- Child may feel at ease in a familiar setting
- Your child and others are protected from the spread of germs.

How it works:

- You and your child must be present for the appointment.
- You can use any computer, tablet, or smartphone with a camera and microphone.
- Ask for instructions from the provider's office. You may need to download an app or register for a patient portal.







Privacy & Security:

Your provider takes every step to protect your privacy. Video links are encrypted, and they make the call from a private space.



You can help protect your privacy too! Here are some tips to try:

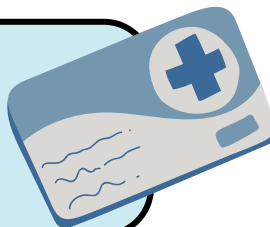
-  Find a private space
-  Close the door
-  Use headphones
-  Ask the people around you for privacy



Do you need an interpreter?
Ask for one when you make the appointment or at the beginning of your visit.



Will my insurance cover a virtual visit?
Ask your insurance company if the visit is covered. Your provider's office may also be able to help you check this.



Tips for a successful telehealth visit:

Device:

- Level your device on a desk or phone stand so the provider can see you and your child - do not hold it or walk around with it
- Silence your device or enable Do Not Disturb to avoid interruptions
- Close any open apps or tabs and try to limit the number of devices using your internet
- Make sure your device is charged or plugged in
- Join the visit a few minutes before the appointment time to ensure everything is working



Environment:

- Find a quiet, private space for you and your child to sit together
- Make sure the internet connection is strong
- Have light in front of you and your child so that provider can see you clearly
- Minimize distractions, like noisy toys or pets



Family:

- Prepare a list of questions or concerns to discuss with your child's provider
- Let your child know what is going to happen and practice beforehand
- Have books or a quiet toy on hand to keep your child occupied during the visit
- Make arrangements for siblings to be occupied during the visit



During the visit:

- Stay focused on the appointment and avoid multitasking - don't drive, eat, drink, or do other tasks during the call
- Take notes on what the healthcare provider recommends
- Ask if your next visit should be in person or by telehealth

