



Telehealth Guide

What is a telehealth appointment?

Telehealth is a way to receive care from your doctor while you remain at home. It can help keep you and your family safe by staying away from clinic and emergency department waiting rooms. CHKD's goal is to ensure that you receive the same high-quality care that you would get by coming in for a visit. By taking a few minutes to prepare, you can set yourself up for a successful visit with your doctor.

A telehealth appointment uses live video technology to connect patients with their outpatient providers who are in different locations. CHKD pediatricians, specialists, surgeons, and urgent care providers use a video platform to achieve this connection.



- **How does a telehealth appointment work?**

After we determine that telehealth is a good fit for you and your child, and all parties agree to having visits remotely, a scheduled visit will be completed via telehealth. Participating in these visits will require use of a suitable device (computer, laptop, phone, or a tablet that has both audio and a camera). There may be circumstances that require returning to on-site visits. If this is the case for you, your child's provider will discuss clinical reasons for returning to on-site visits.

- **How will I know that I have a telehealth appointment?**

For visits with **CHKD pediatricians, specialists, and surgeons**, you will receive a text or email invite, as well as a text or email reminder the day before the appointment. If one is not received, please contact the office.

What about co-pays?

- You will receive a separate bill for co-pays, if applicable, after the service is provided.



Health System

Patient Telehealth Checklist

Use the best camera you can find for your visit.

Telehealth visits work best when your doctor can see you and your child clearly. Many devices and computers now come with high quality built-in cameras. If your device has an external camera, you can test out the picture by doing a video call with a friend or family member.

Your doctor may ask you to hold your camera close to your child's body to do an exam. The clearer the picture and the closer you can get to your device will allow them to make an accurate diagnosis and address your concerns.

Place your camera at eye level.

Sit your child eye-level with the camera so they can make eye contact with your doctor. This helps them see each other more clearly during your visit.

Test the sound.

Most devices have a built-in microphone and speaker system. You can test yours by watching a video with sound or having a video chat with a friend.

- Can the other person hear you?
- Do you need to talk louder or move closer to the microphone?
- Can you hear them?

Plug in your device for power and internet.

We know your time is valuable and getting to the bottom of your child's health concern is important. You don't want to lose your connection during your visit, so ensuring that you have your device fully charged or plugged in will prevent you from having issues during your appointment.

You can do your telehealth visit using Wi-Fi, but your computer will work better if it's plugged directly into the internet with a wired ethernet cable. If you're on a smartphone try connecting to your home's Wi-Fi for the best connection.

Close other apps.

Having too many apps running on your computer or device can make your device run slowly. Before starting the visit, close all programs that you aren't using during the visit.

Use the best browser.

If you're using an online app, check if you need to run it in a certain browser – for instance, you may need to use Chrome instead of Internet Explorer.

Find a quiet space.

Find a quiet space where you will not be interrupted. It is important that you and your child feel comfortable and have privacy to discuss your health concerns, so you are less likely to be distracted during the visit.

Adjust the lighting.

Before you begin your visit, check the lighting. Is the picture fuzzy and dark? Try turning on overhead lights or closing blinds and drapes to reduce background light.

Prepare your list of questions and concerns.

Take a minute or two before starting the visit to write down any questions you may have for your doctor. This can help you remember what you talk about with your doctor and any advice your doctor gives.

Have your doctor's information handy.

Just in case you have a technical issues or other problems come up during your visit, have your doctor's number on hand so you can call them back if you are disconnected.

Telehealth visits are easy!

When logging into your telehealth visit or appointment invitation, type your full name into the name field on your login screen.

Act like you would if you were at an in-person visit in your doctor's office.

Tell the doctor all your child's health concerns and symptoms, ask questions, and listen closely.

Make sure you and your child are **looking into the camera** and staying close to your device so your doctor can see and hear you.

Your doctor may ask to see areas of the body to do an exam. It is important to have your child wear clothing that will make it easier to show wounds, rashes, swelling, or other areas of concern so your doctor can make the correct diagnosis.

Make sure to follow any instructions your doctor gave you and share any feedback you have.

Thank you for choosing CHKD.

Your child's health and safety are important to us.

For more information on our telehealth services, visit CHKD.org.