



Telehealth Guide

What is a telehealth appointment?

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 an email invitation the day before the appointment with a Zoom or WebEx link and password. If an email is not received, please contact the office. You may also receive a reminder call or text. For **urgent care** visits, please call our telehealth hotline at (757) 668-4972 to see if your child's injury or illness qualifies for a telehealth visit.

What tools and technology will I need for a telehealth appointment?

Telehealth requires a working internet connection and the technology tools below.

- For a visit with a CHKD surgeon, pediatrician, or specialist, you will need a computer, laptop, smart phone, or tablet.
- Only a smart phone is needed for an Urgent Care visit.
- Your device will need to have a camera, microphone, and speaker. Wireless or bluetooth earphones are optional to increase sound quality.

What kind of space do I need for my telehealth appointment at home?

Once you have the tools, choose a space in your home for your sessions. This space must have a door that closes and that allows the patient to be free from interruptions (pets, TV, siblings).

What about co-pays?

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

Should I complete a test using the technology before my telehealth appointment?

Yes. Please ensure that your devices are charged, and your sound and video are turned on and working prior to your session start time. Please use this telehealth preparation checklist so that we can make the most of our time together.



Telehealth Checklist

- Enable and test audio and video ahead of time.
- Charge device.
- Charge earphones (if using).
- Ensure camera captures full frame.
- Make sure face is visible.
- Ensure lighting is adequate.
- Eliminate natural lighting.
- When logging into your telehealth visit or appointment invitation, type your full name into the name field on your login screen.

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](https://www.chkd.org).



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