

Preparing for Your Child's Telemedicine Visit

- **Schedule appointment** — ask any questions you have on how to connect for your visit and what to do if you lose connection during your appointment.
- **If you have forms or prior authorizations that need to be filled out by the provider**, make sure you ask how these should be sent to the office when scheduling the telemedicine appointment (fax, secure email or U.S. Mail).
- **Check to make sure the ringer on your phone is turned on.** Please be aware that the number we call you from might not be a recognized office number.
- **Have a list of your child's medications and dosages.** Be prepared to request any refills that may be needed in the near future.
- **Write down any questions you want to ask the provider during your visit.** This may include any new or continuing symptom and how long your child has had the symptom.
- **Your child will need to be present with you at the time of the telemedicine visit.**

How will your telemedicine visit occur?

When you contact your child's doctor, they should provide you with additional instructions for completing the visit. These are some items you should consider prior to the visit:

- **What type of technology is available to you?**
 - ① Do you have a smart phone with video calling?
 - ② Do you have a tablet or computer that has a built-in camera and speakers?
 - ③ If you do not have a device, do you have a family member who could assist?

Tips for the technology you will be using for your visit

- **Make sure the device** you are planning to use is fully charged.
- **Test the camera and sound of the device** you will be using during the visit.
- **It is important the camera on the device is steady.** This will be easier to do if you are using a computer or laptop. If you are using a phone or a tablet, prop it up on a desk or table.
- **If you have several items open on your device**, it is best to close them for the visit.
- **Your doctor's office should have provided you with information** for the application you will be using for your visit. If you did not receive instructions or have questions about connecting, contact your provider's office prior to your visit so they can assist you.
- **Make sure you and your child are in a quiet room** or other location with good lighting.



Preparing for Your Child's Telemedicine Visit (CONTINUED)

Your nurse/provider might ask you for the following during the visit, please have this information available:

- **Child's weight:** _____
- **Child's height:** _____
- **Child's temperature:** _____

Once you complete the visit, if your child needs prescriptions or refills, ask for everything to be sent to the pharmacy at the same time. This way, you can pick up the medications during one trip. The CDC recommends limiting in-person visits to pharmacies. Take advantage of the drive-through, curbside pick-up, mail order or other delivery services.