

Telehealth Guide

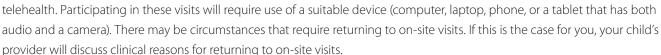
What is a telehealth appointment?

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.



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





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.





Patient Telehealth Checklist

	Use the best camera you can find for your visit.		Find a muist empre
	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		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.
	call with a friend or family member.		Adjust the lighting.
	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		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.
	accurate diagnosis and address your concerns.		Prepare your list of questions and 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.		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.
	Test the sound.		Have your doctor's information handy.
	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.		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.
	• Can the other person hear you?		Telehealth visits are easy!
	 Do you need to talk louder or move closer to the microphone? 		When logging into your telehealth visit or appointment invitation, type your full name into the name field on your
	Can you hear them?		login screen.
	Plug in your device for power and internet.		Act like you would if you were at an in-person visit in your doctor's office.
	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		Tell the doctor all your child's health concerns and symptoms, ask questions, and listen closely.
	have your device fully charged or plugged in will prevent you from having issues during your appointment.		Make sure you and your child are looking into the camera and staying close to your device so your doctor can see and
	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.		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.
	Close other apps.		Make sure to follow any instructions your doctor gave you and
	Having too many apps running on your computer or device can make your device run slowly. Before starting the visit,		share any feedback you have. Thank you for choosing CHKD.
	close all programs that you aren't using during the visit.		Your child's health and safety are important to us.
	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.		For more information on our telehealth services, visit CHKD.org.