Telehealth Visit Tips

We welcome you to our telehealth program! Many concerns can be addressed via video visits. However, there may be certain times when we recommend an in-office same-day or next-day follow-up visit based on your child's symptoms (for example, for respiratory symptoms or if testing is needed).

We look forward to seeing you soon!

Preparing for Your Telemedicine Visit

1. Check Your Technology:

    - Ensure your device (computer, tablet, or smartphone) is charged and has a stable internet connection.
    - Test your microphone and camera to make sure they are working properly.

2. Choose a Quiet, Private Location:

    - Find a quiet place where you won't be interrupted. Ensure good lighting so the doctor can see you clearly.

3. Gather Necessary Information:

    - Write down any symptoms, questions, or concerns you want to discuss.
    - It is helpful if you have a scale at home to have your child's weight ready. Have a thermometer available in case we need a temperature reading.

During the Visit

1. Be On Time:

    - Log in 10-15 minutes early to ensure everything is set up and ready.

2. Communicate Clearly:

    - Speak clearly and describe your symptoms in detail. If you have visible symptoms, show them to the doctor using your camera.

3. Ask Questions:

    -   Don't hesitate to ask questions if you don't understand something. It's important to be clear about your diagnosis and treatment plan.

After the Visit

1. Follow Up:

    -   Follow any instructions given by your doctor. Schedule follow-up appointments if necessary.
    -   You can view your after-visit summary (AVS) in MyChart for more details on your plan, including any medications that are prescribed.

2. Medication and Treatment:

    -   Ensure you understand how to take any prescribed medications and follow the treatment plan.

Additional Tips

• Dress Appropriately: Wear comfortable clothing that allows you to show any areas of concern easily.

• Minimize Distractions: Turn off notifications on your device and let others know you are in a medical appointment.