

Telemedicine Visits: Tips for Families

With the current health crisis, many people are getting care in a new way - through telemedicine. Telemedicine is an easy way to see your health care provider using video conferencing. This means the child and family stay at home and the health care provider is at his or her office. In Developmental & Behavioral Pediatrics, they see and talk with each other by computer, phone or tablet using an app called Zoom.

Some families worry that a video appointment will not be as good as in-person. Families might worry more if it is a first visit. Our team has been using telemedicine for almost two years now. We have found that many things can be done well with a video visit. We can often rule out certain conditions a family was worried about. We can also help families find resources and give helpful ideas. Sometimes, our team can diagnose conditions with a video visit. Other times, we suggest the child also have an in-person visit. Rest assured, if your provider does not feel they can provide you with the right answers during the video session, we will make sure you have an in-person visit as soon as possible!



There are things families can do to make the most of a video visit:

- Try out the Zoom app before the visit.
- If you have a way to weigh your child or get a blood pressure before the visit, please do.
- Make sure you are connected to Wi-Fi and that your device is charged.
- Prepare for the visit just as if you were coming to clinic. Write your questions down. Have a pen and paper ready. Prepare school or other documents you want to share
- Make sure your child is awake and ready to join for at least part of the visit.
- Make sure your child has had a snack and has activities to stay busy while the adults are talking.
- Prepare your home to limit noise. Let family members know the visit will be taking place.
- Take a video of your child before this visit if you think there are things we might not be able to see during the visit.
- Be patient with our team. If your doctor or nurse practitioner isn't on video right when scheduled, know that he or she may be tied up with another child.