

Preparing for Your Telehealth Visit

A telehealth visit offers you and your child access to many of the same, great benefits as an in-person visit but from the comfort and convenience of your own home.

Your healthcare provider will likely need your help throughout the visit, especially if they need to do a physical exam of your child. Here's what you'll need and what you can expect.



Getting ready for your video visit

Up to three days in advance:

- Make sure your MyChart account is active and you know your username and password.
 - If you need help, please call the MyChart help desk 720-777-6939.
- Complete your eCheck-In questionnaire and consent forms and view co-pay information.
- It's best to complete this step at least a day before your appointment to avoid delays.

The day before your visit:

- Make sure your technology is working, you have space set aside to conduct your appointment in, and you have all the items you'll need on hand for a successful visit.
- Watch this **short video** for more info on how to be prepared.

30 minutes before your appointment:

- You'll be able to click the "Begin Video" button.
- If this is your first visit, click the button and download VidyoConnect.
- You may get a courtesy call from a Children's Colorado team member to help you get connected.

10 minutes before your scheduled time:

- Before you can begin your video visit, you'll need to check in online if you have not done so already.
- Connect to your visit.



Gathering what you'll need

If you already have them in your home, collect as many of these items ahead of time as you can:

- Thermometer
- Scale
- Medical equipment you may have at home for your child (Ex: Pulse oximeter or blood pressure cuff)
- Flashlight
- A list of your child's symptoms, when they started and how severe they are
- A list of the medicine your child currently takes (or the medicine bottles with their labels), and the name, location and phone number of your pharmacy.
- A list of questions you want to ask
- A pencil and paper to take notes
- Comfort items for your child (such as a toy or blanket)



If you need help, please call the MyChart help desk at **720-777-6939**.



For more detailed instructions on how to join your telehealth appointment, please watch this **short video**.



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Top tips for success

1. **Use a reliable internet connection on a computer, phone or tablet.**
 - Use Wi-Fi or an unlimited cellular data plan if you have one. This will improve the speed and quality of your video connection and prevent unexpected data plan charges.
 - If you have limited internet bandwidth, ask household members to temporarily disconnect from internet programs (for example, Netflix).
2. **Set up and log in to the parent or guardian's MyChart account to join your video session, unless the patient is older than 18 years or it is a confidential teen visit.** (If you don't have a MyChart account, please let your care team know so they can set up an account or send you a video link.)
 - Teens may have their own MyChart account, but you will still log in using the parent/guardian's account unless the visit is a confidential visit.
 - Patients 18 and older need to join the telehealth visit from the patient's MyChart account, unless another adult has guardianship for the patient.
 - Make sure you eCheck-In before your visit.
3. **If you are using a phone or tablet, download VidoConnect in the app store for Android or Apple.**
4. **Prop phones or tablets** on a shelf or table so your hands can stay free during telehealth visits. Shoes and egg cartons make great supports when propping up a phone.
5. **Your doctor may ask you to help your child perform certain motions during the telehealth visit — for example, moving an arm to evaluate for stiffness.** It is fine to ask the doctor to demonstrate what he wants you to do if the instructions are not clear.
6. **Schedule telehealth visits when you and your child can dedicate time and find a quiet space for the visit.**
 - Our providers want to engage with you and your child when we can all focus. Your child generally needs to be present for at least part of the telehealth visit (just like for in-person visits).
 - Telehealth is not successful when parents are distracted, for example, while driving a car.
 - The room should have good lighting, and there should be enough space for you and your child to move around.

Preparing your child

It can be helpful to talk with your child about what this visit will be like. You might also want to think ahead.



- **Explain to your child what is going to happen.** You can say something like, "Today we are going to visit with the doctor using our computer or phone. The doctor will not be able to touch you during the visit, but they will be able to see and hear you."
- **Give your child a job.** For example, you can say, "I want you to sit next to me when we call the doctor. You can listen in if you want, or you can color a picture or read a book. It's important that you do this quietly so I can hear what the doctor is saying. I'll let you know when the doctor wants to talk to you."
- **Make sure your child is comfortable.** They should be wearing loose-fitting clothing in case the doctor needs to examine a part of their body.
- **Ask your child to participate if they can.** Depending on their age, encourage them to get involved and ask questions.
- **Prepare activities.** For younger children, it's helpful to gather some quiet activities ahead of time, such as books, blocks or something to color. That way, you can reach for these activities if your child gets restless. Avoid activities that are loud or distracting, including TV or video games.
- **Make sure your child is with you.** Try to schedule the visit during a time that does not interfere with your child's typical routine (such as nap or lunchtime). If your child is not with you during the appointment, we'll need to reschedule.