



Child Neurology Foundation

Telehealth Tip Sheet

What is telehealth? It's basically the term for any healthcare accessed virtually - over the phone, by video chat, or online. Most of the time, telehealth appointments with a physician will take place over video chat. This allows you to have a meaningful conversation with your child's healthcare provider, while also allowing them to see your child to do most of the examination that they might normally do in person.

Many of you may be new to telehealth. At first, it might feel awkward or uncomfortable because you're not used to it. To help you make these appointments as successful as possible for you and your child, we put together this list of tips to help you prepare for your appointment.

1 Familiarize yourself with your Dr's telehealth system. To prepare for your appointment, your child's physician will send you patient portal documentation information (usually by email). Keep an eye out for this email and make sure to fill out the necessary information before your appointment. If you're using video chat, check to be sure your Internet connection is working before the visit starts, if you're having trouble connecting try moving to a different room in your house that's closer to your wireless router. If you're using a computer, you can also try connecting to the Internet using an ethernet cable. If you don't have home Internet or are concerned about data limits on your mobile plan, you can also ask your healthcare provider if you can connect over the phone instead of over video. Some mobile and Internet providers are also offering discounted Internet access or removing data caps during COVID-19.

2 Do a test run. If you're attending your child's telehealth appointment via video, try a test run beforehand. Turn your video camera on to check that lighting is good and that your microphone is working. If you're using a phone or tablet, find a place that you can prop it up, so that your hands can be free during your appointment. This will allow you to help your health care provider examine your child by video if they need to.

3 Make sure that your child is present for the visit and that you are the legal guardian. This is important because permission to do the video visit can only be made by a child's legal guardian. If you can't be in the visit, you need to provide consent for another adult (such as a grandparent, adult sibling, etc.) to attend on your behalf.

4 Consider who else may be able to participate in the telehealth visit with you. Are there other caregivers in your home that could join the video or call to provide their insight into your child's care? Some people have siblings or spouses join the visit to provide their perspective.

5 Have a back-up plan. Sometimes an online video connection may be unreliable. If possible, have a phone nearby so you can switch to a phone call if needed.



Child Neurology Foundation

Telehealth Tip Sheet

6 Be prepared to discuss your medication supply and what you will need refills on. Write down a list of your child's medication, and the amounts you have on-hand before your appointment.

7 If you do not live in the same state as your provider, ask them if they are able to treat the patient out of state before your appointment. States all have different rules about who providers can treat out of state.

8 Write down any questions you have for the provider before the visit. Identify the ones most important to you so you can prioritize those during the visit. Consider whether some questions could be sent through the electronic health record or answered by someone else on the care team (nurse, medical assistant, etc.), either before or after the telehealth visit. This can help save time while allowing your biggest concerns to be addressed with your child's doctor during the actual visit. Remember, you are an integral part of the care team for your child, and collaboration with your child's doctor during all visits (including telehealth) is valued.

9 Ask your provider about their billing process for telehealth. Telehealth is new to many organizations and some are still putting together a billing process with insurance companies. However, because of physical distancing measures, many companies are also being more flexible with telehealth than they have been in the past.

10 Providers are still here for you! Even though you may not be able to see them in person, they still want to give you and your child the best care possible. Do not hesitate to reach out to them with your questions and concerns.