

# I can't do my telemedicine visit because... I DON'T KNOW HOW TO DO THIS WITH MY DOCTOR



## WHAT DOES THIS MEAN?

This means you may not be able to connect to a telemedicine appointment because you are not sure how to “log on,” or access the platform being used by your provider.



## WHO CAN HELP?

- The provider you are scheduling the appointment with, will be able to provide you with information about what is needed to prepare for you/your child’s telehealth appointment.
- Your local Family to Family Health Information Center might be able to provide you with guidance and support on how to participate in a telehealth visit.



## WHAT ARE MY NEXT STEPS?

- Find out if your child’s provider offers telemedicine appointments and if this is an option for your needs (some things, such as procedures cannot be done over telehealth).
- When you schedule the appointment, ask if there will be a video component, or over the phone. This will help you determine what type of device and connection will be needed.
- Make sure your device is fully charged, and you have a strong internet connection.
- Go to a quiet, and private space if possible so you can have discussions about your health, and show the doctor any areas you are concerned about if needed.



## WHERE CAN I LEARN MORE?

- [Family Voices' Nuts and Bolts of Telemedicine Webinar: Can You See Your Provider](#)
- [What is Telehealth- YouTube Video](#)
- [Telehealth: A Quick Comparison- YouTube Video](#)
- [Fact Sheet: How Patients can Engage in Telehealth](#)
- [Checklist for a Telehealth Appointment](#)
- Infographic: [Best Strategies to Prepare for your Child’s Telehealth Visit](#)
- [Citas de telesalud con el médico de su hijo](#)