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

www.FamilyVoices.org/telehealth

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