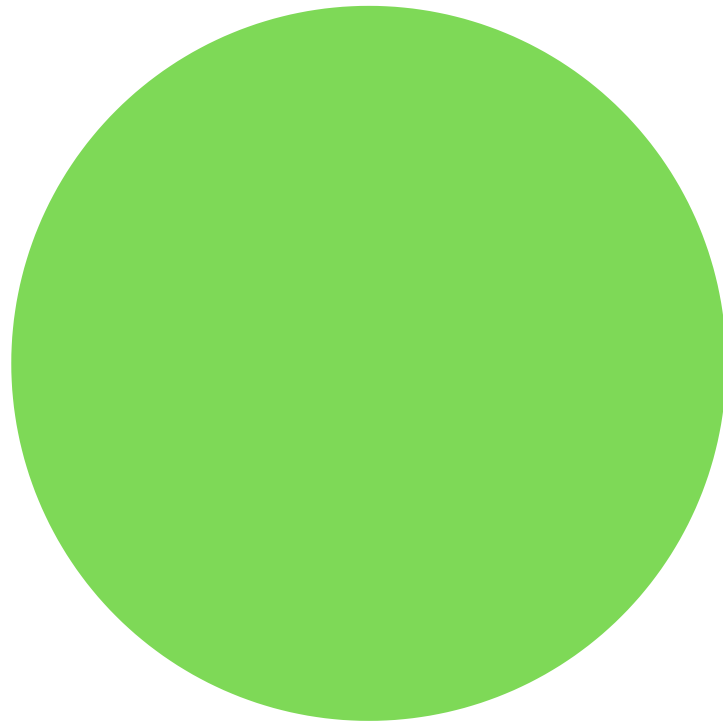


ALL RESOURCES CAN BE FOUND HERE: WWW.FAMILYVOICES.ORG/TELEHEALTH



Not Comfortable's Checklist

Has Used
Telehealth and Technology but
not comfortable
with either:
Not Comfortables

NOTE: Finding the Not Comfortable's area(s) that make them uncomfortable will help you help them. If it is the hardware- focus on the "connection/device" content, if it is the software focus on "seeing provider" content, if it is the interaction online focus on the "1st visit" content. Role playing with them and doing a practice call may help also.

ALL RESOURCES CAN BE FOUND HERE: WWW.FAMILYVOICES.ORG/TELEHEALTH

A: Ask

ASK AND LISTEN!

- Where/How does your child see their doctor/therapist/provider?
- Do you have a device (cell phone/tablet/computer/ laptop)?
- Are you Connected (minutes, data, wifi, cellular, dial-up, hotspot)?
- Do you know how to "DO" a telehealth visit?
- How comfortable are you (1-4 1: not at all/ 4: I am a pro)



1- Never
Nevers



2- Never
Teles



3- Not
Comfortable



4- Next
Leveler

B: Barrier

IDENTIFY THE BARRIERS!

WHAT ARE THE FAMILY'S TOP 3 BARRIERS TO A SUCCESSFUL TELEHEALTH VISIT?

Device

- I don't have a phone or device



Connection

- I'm not on the internet
- I don't have a signal
- I can't afford a phone plan or minutes



How to "DO" a telehealth visit

- I don't know how to do this with my Dr.
- I don't know how to log in
- I don't have an email



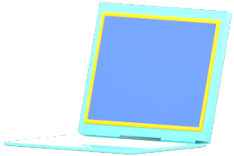
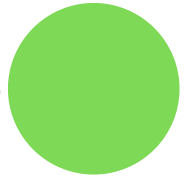
First Visit/ Other Barriers

- I don't have the accommodations I need
- I am not comfortable being on camera
- I can't find a private or quiet place for my appt
- I don't trust my information will be secure
- My child won't participate
- My insurance doesn't cover telemedicine
- I need interpretation services



ALL RESOURCES CAN BE FOUND HERE: WWW.FAMILYVOICES.ORG/TELEHEALTH

C: Content NOT COMFORTABLE'S



TELEHEALTH CURRICULUM

- Are you Connected Presentation/Video/Definitions
- Do you have a Device Presentation/Video/Definitions
- Can you See your Provider Presentation/Video/Definitions
- Your 1st Telemed Appt Presentation/Video/Definitions
- Webinar Launch
- Definitions (master list)



FAMILY VOICES RESOURCES

- Barrier Busters (See also Section B: Barrier)
- Telehealth, What is it? Infographic
- Rights & Responsibilities: Infographic (Rights/Resp), Doc
- Family Centered Telehealth Infographic & Document
- Preparing For a Successful Telehealth Visit Worksheet



YOUTH MATERIALS

- Social Stories (Telehealth & Caring for Mental Health)
- Videos (Telehealth & Caring for Mental Health)
- Webinar Launch



RESOURCE LINKS

- External Websites (Connect/Device/See Provider/1st Visit)
- External Videos (Connect/Device/See Provider/1st Visit)
- Connect with the Telehealth Resource Center for your state
- Connect with your State's Center for Assistive Technology.
(Technology Lending Library)

ALL RESOURCES CAN BE FOUND HERE: WWW.FAMILYVOICES.ORG/TELEHEALTH

Not Comfortable's

Top
8

NOTE: Finding the Not Comfortable's area(s) that make them uncomfortable will help you help them. If it is the hardware- focus on the "connection/device" content, if it is the software focus on "seeing provider" content, if it is the interaction online focus on the "1st visit" content. Role playing with them and doing a practice call may help also.

TELEHEALTH
CURRICULUM

- Can you See your Provider Presentation/Video/Definitions
- Your 1st Telemed Appt Presentation/Video/Definitions

FAMILY VOICES
RESOURCES

- Barrier Busters (See also Section B: Barrier)
- Family Centered Telehealth Infographic & Document
- Preparing For a Successful Telehealth Visit Worksheet

YOUTH
MATERIALS

- Social Stories (Telehealth) OR Videos (Telehealth)

RESOURCE
LINKS

- External Websites (Connect/Device/See Provider/1st Visit)
- External Videos (Connect/Device/See Provider/1st Visit)