

# 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 seven 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 Vidyo Connect
- You may get a courtesy call from a Children's Colorado team member to help you get connected

### 10 minutes before your scheduled time:

- You'll need to eCheck-In before you can begin your video visit
- Connect to your visit



## Setting up your technology

You'll need a reliable internet connection and a computer, phone or tablet. We recommend using your home Wi-Fi connection or an unlimited cellular data plan if you have one.

- You will need to setup and login to your MyChart account to join your session. (If you don't have a MyChart account, your care team will send you a link).
- Make sure you eCheck-In before your visit.
- If you are planning on using a mobile device, download VidyoConnect in the app store for Android or Apple.
- For more detailed instructions on how to join your telehealth appointment, please watch this **short video**.



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## PREPARING FOR YOUR TELEHEALTH VISIT



### Preparing your child

It can be helpful to talk with your child about what this doctor 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 like 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 lunch time). If your child is not with you during the appointment, we'll need to reschedule.



### 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
- Flashlight
- Scale
- A list of your child's symptoms, when they started and how severe they are
- A list of the medicine your child currently takes 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)



### Selecting an appointment space

Find a private, quiet and comfortable location in your home. The room should have good lighting, and there should be enough space for you and your child to move around.

