

# VIRTUAL VISITS

## Why Virtual Visits?

In an effort to reduce the spread of COVID-19 in our community, Children's is taking an innovative leap forward into Virtual Care. Our telehealth model offers not only convenience for you and your family, allowing you the ability to see a provider from the comfort of your home, but also enhanced safety for our patients, families and care teams.

### *Virtual Care is Convenient & Easy!*

Parents can schedule a virtual visit with their existing providers – for both specialty clinic visits and primary care visits – by calling their Children's clinic. Not only is this a convenient and easy way to receive care, but it decreases the need to travel for appointments.

## How to Schedule

Patients who are eligible for a virtual visit are being called directly by Children's staff to schedule a telehealth appointment.

### *Hours*

5 days a week, 8 a.m. – 4:30 p.m.

### *Costs*

Please note that virtual care visits will be billed as a normal visit.

## Virtual Care Available

### *Outpatient Specialty Clinics*

Virtual visits are appropriate for minor medical conditions and not for emergencies. The following specialties will make virtual care visits available:

- Allergy
- Children's Developmental Clinic
- Cardiology
- Endocrinology
- Eating Disorders Clinic
- ENT
- Genetics
- GI
- Infectious Disease
- Nephrology
- Neurology
- Ophthalmology
- Plastic Surgery
- Psychology
- Psychiatry
- Respiratory & Sleep Medicine
- Urology
- Weight & Wellness
- Wound clinic

### *Children's Physicians Primary Care Clinics*

Children's Physicians offices also are accommodating virtual visits and can address the following concerns via telehealth:

- ADHD med checks
- Allergy conditions
- Asthma visit (routine)
- Anxiety/depression
- Acne
- Cold symptoms
- Cuts and abrasions
- Diarrhea
- Insect bites
- Pink eye
- Skin rashes
- Vomiting

# VIRTUAL VISITS

## Prepare for your Virtual Visit

### *Prior to your visit*

When it is time for your appointment, your child's physician or provider will be available virtually via Zoom.

### *Set up your device:*

- A tablet or mobile device is preferred for your visit. Please ensure your tablet or smartphone has the Zoom app downloaded & installed.
- Ensure your device has a working Internet connection – WiFi or wireless access is required.
- If you prefer to use your home computer, you will need to ensure you have a working webcam and microphone.
- Set the microphone and audio volume at a level where the provider or clinician can hear you clearly.

### *Identify a dedicated location:*

- Choose a location with adequate lighting where you will be physically comfortable sitting and speaking with your provider or clinician.
- Avoid having a window or other bright light directly behind you so our providers can see your face.
- Position your tablet or mobile device so that the provider or clinician will have a clear view of you and your facial expressions.
- Please try to minimize distractions and ensure there is no background noise during your visit.

## Start your visit

### *Connect*

Please plan to connect 5 minutes prior to your scheduled appointment. Use the link provided in the appointment confirmation email you received to start your visit.

### *Questions?*

If you are in need of support during your virtual visit, please call (402) 955-6630.