

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.