



SUCCESS WITH YOUR TELEHEALTH APPOINTMENT AT HOME



Getting Ready:

- Confirm your phone number with your provider and have the phone available in the event of a videoconferencing difficulty so your provider can call you
- Choose a room with a door that can be closed off from other areas of the house (if possible)
- Try to limit distractions in the room
- If you have young children in the home, try to set them up with another engaging activity before the appointment (e.g. let them watch their favorite show, set up a craft they can do independently, provide a favorite snack). Think of a back-up activity in case they finish the first one
- Check your internet connection, power chords and start up your device (i.e. tablet, computer, phone) 15 minutes before the session

DEVELOPED BY

Telehealth ROCKS

Rural Outreach for the Children of Kansas



SUCCESS WITH YOUR TELEHEALTH APPOINTMENT AT HOME

DO

- Join the call on time in a quiet, private place (consider use of headphones if needed for privacy concerns)
- Participate and ask questions
- Speak loudly so everyone can hear you
- Place your tablet/phone/computer on a stable surface
- Keep your camera on the entire time
- Make sure you (and any family members attending with you) can be seen on the screen (unless otherwise instructed)
- Mute your tablet/phone/computer to limit distractions
- Be fully present - save household chores and other tasks for later
- Prepare yourself like you are going to an appointment (e.g., dress in appropriate clothing)
- Have a phone available in the event of a videoconferencing difficulty so your provider can call you
- Communicate with provider if you need to momentarily attend to child or other person you are caring for
- Review back-up plans with your provider and let them know of any crisis concerns at the beginning of each session

DEVELOPED BY

Telehealth ROCKS

Rural Outreach for the Children of Kansas



SUCCESS WITH YOUR TELEHEALTH APPOINTMENT AT HOME

DON'T

- Do not turn your camera off
- Do not hold your tablet/phone in your hands and/or move it around
- Do not join while driving
- Do not join in a public area or while outside.
- Don't have children or pets in the room if feasible
- Don't work on household chores during session
- Don't have TV or loud music in the same room
- Limit eating during session
- Do not walk around from room to room while you are in the session



DEVELOPED BY

Telehealth ROCKS

Rural Outreach for the Children of Kansas