

## Amwell Telehealth

### Participating in a telehealth visit: Process & tips

#### Before your visit

- Be with your child in a room that is well lit and quiet. Try to limit distractions.
- Check that you have a strong internet or cellular connection. Wi-Fi is usually best, if available. Chrome, Microsoft Edge and Safari are the best browsers for our telehealth platform.
- Ensure all applications that utilize your device's audio and camera are closed.
- Remember to look directly at your camera instead of the screen.
- Don't conduct a visit while driving or eating. Remember that your provider can see you, so please dress appropriately.

#### Having a few tools available can be helpful

- Thermometer
- Flashlight or light source
- Scale – or know your child's weight
- A blood pressure cuff, if you're monitoring your child's blood pressure at home.
- Name/location of your preferred pharmacy and preferred laboratory.

#### Starting your visit

1. Within 72 hours of your appointment time, you will receive a text or email with a link to start your visit.
2. You won't need to download a separate app. You can just click the link using a smartphone, tablet or a computer and follow the prompts.
3. Next, you'll be guided through a quick tech check to ensure your device's microphone, camera and speaker are working.
4. You will then be brought directly into the visit where you will wait for the clinical staff member or provider join. The visit starts when both you and the clinical staff member or provider join.
5. While you wait, the screen will say, "You're Connected. Please wait for others to join."
6. If you have any problems or have been waiting for a long time, click "Need help" at the bottom of the welcome page.

In the platform, you can invite other family members to join the visit and chat with your provider.

#### During the visit

Here are a few things to expect from a virtual visit:

- At first, this exam might "feel" different from a typical visit. That is OK and expected.
- Ask your child to show the provider their favorite toy or something else to help them feel more comfortable.
- The doctor or clinical staff member will ask you help with the child's exam by taking temperatures or showing a rash.