

Zoom 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

Follow these steps to start your visit:

1. Click the link in the email you received from choctelehealth@choc.org.
2. Download the free Zoom app.
3. Click the link again to go to the provider's meeting.
4. Enter the patient's name. If asked, click "call using Internet audio."
5. Stay in the "virtual waiting room" until the provider admits you into the meeting.

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.