



## Get Ready for Your Telehealth Appointment

Essentials For a Family-Centered Experience



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“  
When “i” is replaced with “we”  
even “illness” can become  
“wellness”  
-Malcom X  
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## Get Ready for Your Telehealth Appointment

### What We Will Talk About:

- Tele-What?
- The Fab 4
- Family-Centered Telehealth
- Patient Rights/Responsibilities
  - Before the Visit:
    - A word about insurance
    - Accommodations
  - 4 Things & Review:
    - Are You Connected?
    - Do you have a Device?
    - Can You See Your Provider?
  - During the Visit
- Next Steps & After the Visit
- Bloopers & Success!

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## Learning Objectives

### Your Telehealth Appointment

At the conclusion of the webinar, you should be able to:

**Objective 1**  
Identify 4 ways to prepare for your telehealth appointment

**Objective 2**  
Identify accommodations that your family may need for a successful appointment and how to ask for them.

**Objective 3**  
Identify one strategy to avoid or improve a difficult telehealth visit.

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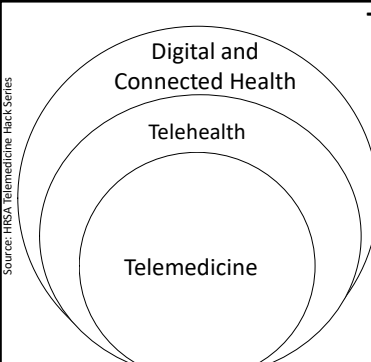
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Source: HRSA Telemedicine Hack Series



### Tele-What? Digi-What?

**Digital and Connected Health** is the use of electronic information and telecommunication technologies to support:

- long distance clinical health care
- patient and professional health-related behaviorally focused on the clinical health of care such as:
- health administration that facilitate the tracking and monitoring of health status and behavior outside the patient's home
- patient health care with your phone and/or mobile device.
- secure, mobile, and patient-centered, technology-enabled, and insight-driven healthcare.
- wireless communications.

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## What does Family-Centered Telehealth mean?

**Family-centered telehealth** is a way of providing services through a variety of digital platforms that assures the health and well-being of **children and youth with special healthcare needs (CYSHCN)** and **their families** through **respectful family/professional partnerships**.

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### Family Centered Telehealth Rights



#### Care via Telehealth

You have the right to receive considerate, respectful and compassionate care through telehealth regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities.



#### Plans of Care

You have the right to disagree with any plans or ask for review or changes to the plan of care in a telehealth visit just as you would during an in person visit.



#### Questions

You have the right to ask your provider or the appropriate office staff any questions about logging on to, and needing assistance with, the platform.

You have the right to share information or symptoms and ask questions during a telehealth visit as you would during an in person visit.



#### Documentation

You have the right to receive the same type of information, such as test results or diagnosis, during telehealth as you would during an in person visit.

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### Family Centered Telehealth Rights



#### Vision, Hearing & Speech

You have the right to accommodations for vision, hearing and speech to be able to access your telemedicine visit.



#### Family & Support

You have the right to have a family member, support person, or other individual present with you during your telehealth visit.



#### Interpretation

You have the right to access a telehealth visit in your primary language with effective and adequate interpretation services.



#### Stop a visit

You have the right to stop a telehealth visit if you feel uncomfortable at any time.

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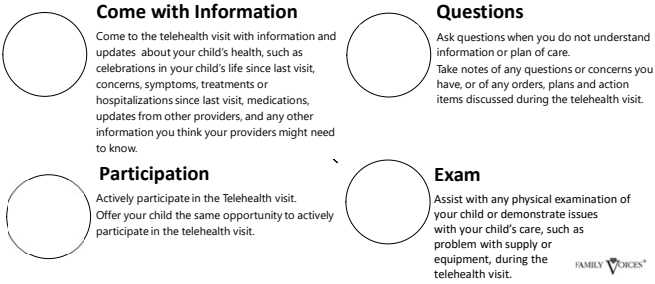
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## Family Centered Telehealth Responsibilities



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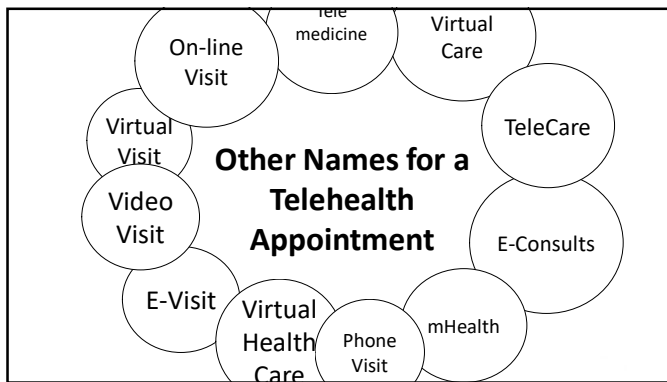
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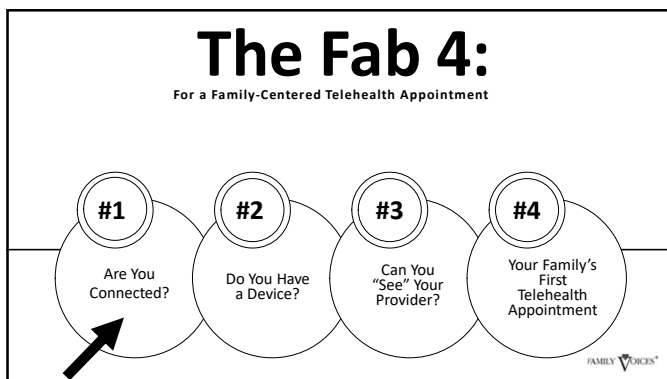
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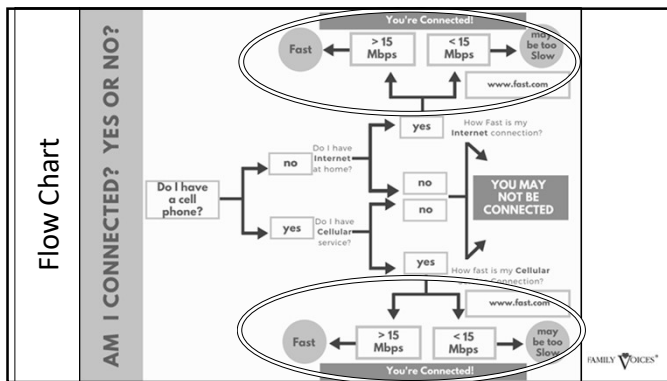
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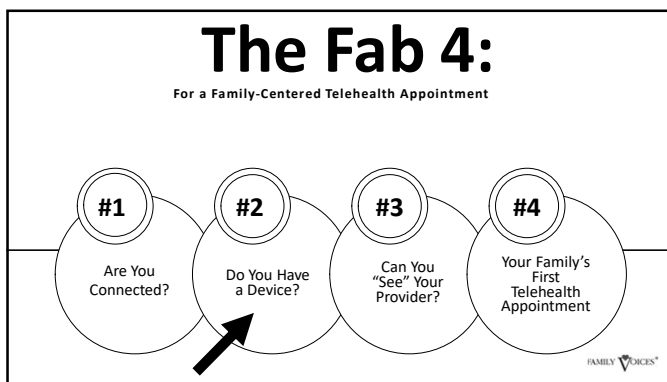
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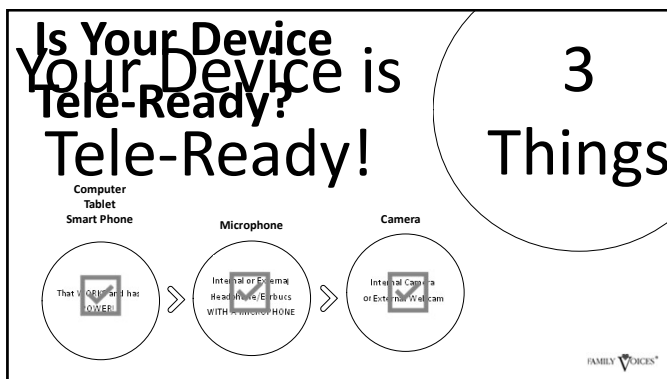
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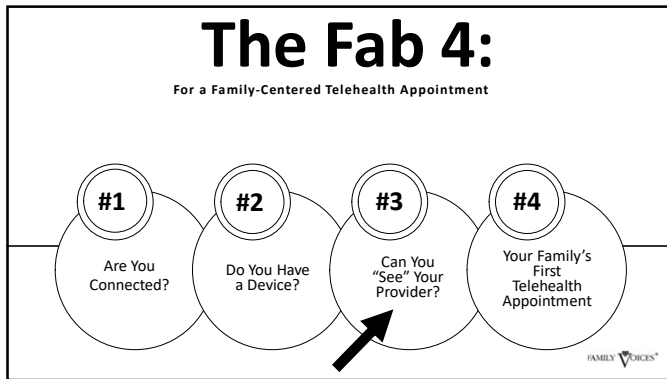
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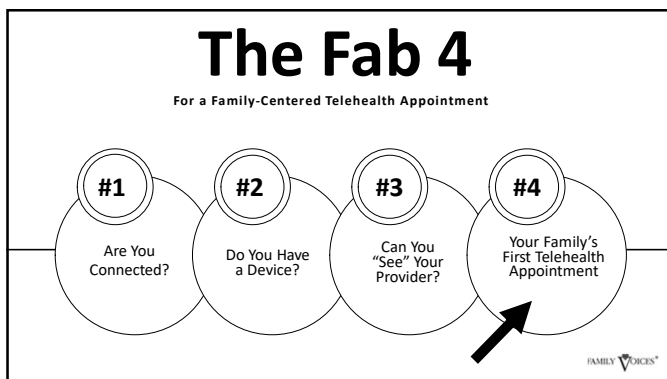
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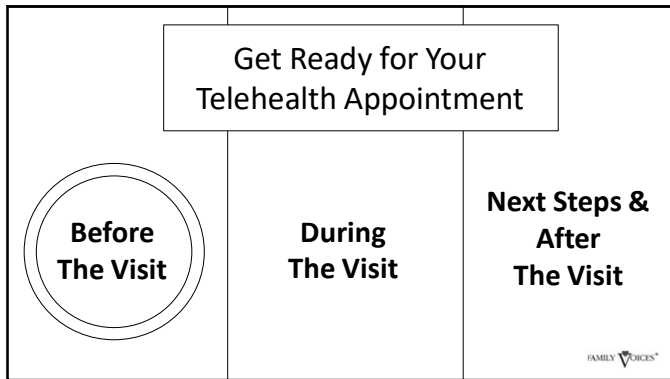
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## Insurance

- Insurance coverage for telehealth is impacted by federal and state laws as well as insurance company policies.
- Telehealth policy changes occurring within the COVID-19 environment have been rapidly developing on almost a daily basis.

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## Insurer

**BEFORE YOU SCHEDULE YOUR APPOINTMENT:**  
Contact your insurer at the **customer or members services** number on the back of your insurance card.

Questions to ask your Insurer:

- Document your call, ask: "Can you tell me the call reference number?"
- Does my policy cover telehealth services?
- How do you define telehealth services? (What's included, does it have to be live video?)
- Are there any specific restrictions around the service, such as well visit only, or limitation to number of times per year?
- Does the service require any special documentation from the doctor?

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## Insurance

Your provider's office can help.



- Call your provider's office to schedule the appointment you need and ask whether or not it is covered by insurance.



- If is not covered, ask how much the appointment costs and if there any discounts available.

## Provider

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
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## Ways to Schedule Your Appointment



- Call provider- schedule by phone
- Login to the Portal- schedule online
- Provider/Practice's Website- schedule online
- Fill out intake form- they call you
- Central Scheduling Number- by phone
- Specialist changes your yearly appointment to a telemedicine appt.- phone or online notification

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## Scheduling Your Appointment

Assure your provider has your most current phone number or email.  
 If you are speaking to someone at the office:  
 ASK: How long is visit going to be?  
 ASK: Do any forms need updated?  
 ASK: How do I 'see' my provider on the day of the appointment? Link? Login? Portal?  
 ASK: Can I request an Interpreter(if needed)?  
 Or any other Accommodations needed?



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## Accommodations

Accommodations should be requested when making the appointment and confirmed BEFORE the VISIT begins.



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## Family Stories

Let's talk about A Family Experience with A Language Translation Need



- The Santiago family booked online a **telemedicine appointment** to see their 8 year-old son's **neurology specialist**
- The day of their appointment arrives
- The specialist began to ask them questions
- Mrs. Santiago, who speaks **Spanish**, expresses to the doctor that **she does not understand English well and asks if they could have a translator or interpreter for the visit.**
- Unfortunately, because the visit has already begun and because the interpreters at this clinic must be prescheduled for telemedicine appointments, the family is not able to have an interpreter and **the provider decides it is best to reschedule the appointment** which will be another month's wait.

*Interpretation services option were not included when the family made their appointment online.*

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## OUTCOME: Language Translation



Here are some recommendations for the Santiago family:

- Ask for a translator accommodation in advance before making the appointment.
- Ask the provider or specialist if they have a translator available for the appointment as the appointment is beginning.
- Ask the insurance provider if your coverage includes translator service and if it has any additional cost.
- Seek within the community an organization that offers services to families for assistance in obtaining translation services.

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## Family Stories

Let's talk about a Family  
Experience with a  
Hearing  
Accommodation/  
Interpretation



Families who have children or themselves who are **deaf or hard of hearing**, may need **interpretation accommodations** to have a successful telehealth appointment.

The law requires medical providers to provide effective communication under the Americans with Disabilities Act (ADA).

If you or your loved one needs an accommodation for your telehealth visit:

- Please notify your provider at the **TIME OF SCHEDULING** your appointment.
- There are a few ways providers can utilize technology and sign language interpreters for a telehealth appointment.

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## OUTCOME: Hearing Accommodation/ Interpretation



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**In a Pinch...**  
**If the interpreter is unavailable**



For Individuals who use American Sign Language:  
 &ava: Live captioning  
 TEMI: Records what is being said and transcribes words

Using Google Translate and Zoom:  
 Source: <https://www.youtube.com/watch?v=sNnkicdleg>

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**It's Time!**

→ You have successfully scheduled a telemedicine appointment for you or a loved one.

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**4 Things Before the Visit**

- Space**  
 Reduced Noise  
 Environment  
 Confidential  
 Internet Connected  
 Well Lit
- Equipment**  
 Tele-Ready Device  
 Platform/Portal  
 Pen/Paper  
 Other Medical Equipment  
 (scale, flashlight)
- Information**  
 Celebrations  
 Observations  
 Medication List  
 Provider Updates
- Participants**  
 Prepare your child,  
 young adult and any  
 attendees  
 (what to expect, social  
 story, questions)

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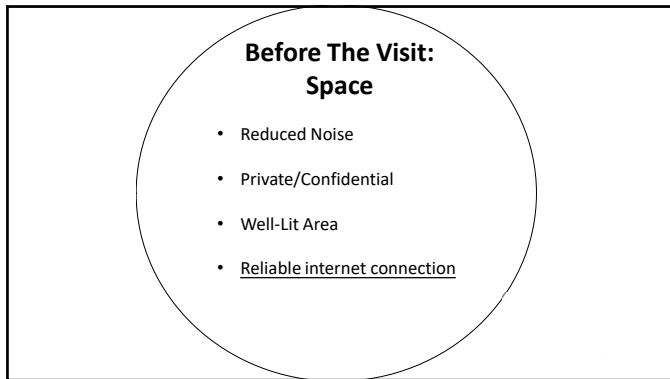
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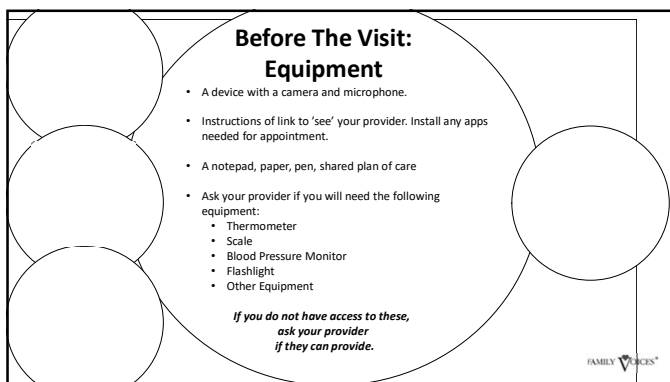
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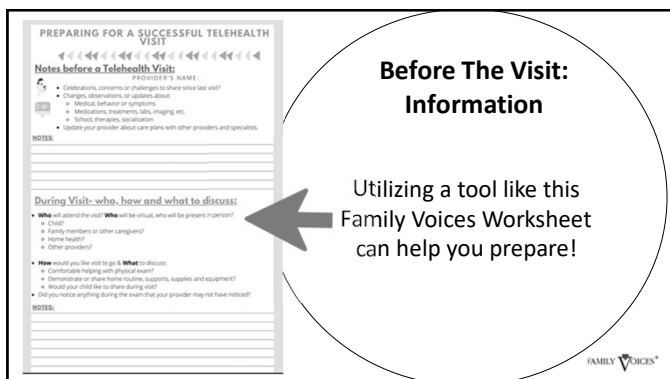
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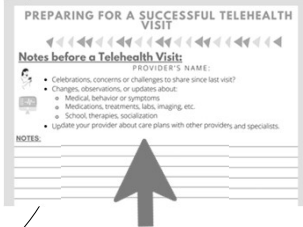
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### Before The Visit: Information

- A list of celebrations, concerns or challenges since your child's last visit.
- Changes or observations with child's health, mood, daily life
- A list of medications, supplies and medical equipment.
- Updates from other providers, therapists or schools



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### Before The Visit: The Participants

WHO will attend the visit?  
WHO will be virtual and who will be in person?

If your child wants to share and be involved in the telehealth visit, help prepare them:

- Social Stories
- Role Play
- Videos
- Provide a space and items that will help them feel comfortable



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## Your Family's First Telehealth Appointment

### Before The Visit

### During The Visit

### Next Steps & After The Visit

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### During The Visit

Your child's healthcare provider will need your help with your child's exam.



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### During The Visit

**You may be asked to:**

- Take your child's vital signs like **blood pressure** or **temperature**
- Gently **push on your child's stomach** as instructed by the provider
- Perform **other procedures**, as requested
- **Hold your phone or computer camera to areas on your child's body** so your provider can do a thorough examination



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### Example: VIDEO: Parent Helping Provider




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### Tips for During visit

Some ideas for helping Kids and Teens During the visit:

**Younger Ones:**

- Provide a snack or meal before the visit
- Avoid scheduling appointment at nap time
- Comfortable Location
- Have their favorite toy available
- Have a snack/drink available

**Older Ones:**

- Eat before your appt
- Find a comfortable location (your room, couch)
- What is your comfortable environment (hat over face)
- Have water/drink nearby

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### Example Visit VIDEO: Autism

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<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Your Family's First Telemedicine Appointment</b> </div>		
<b>Before The Visit</b>	<b>During The Visit</b>	<div style="border: 2px solid black; border-radius: 50%; padding: 10px; display: inline-block;"> <b>Next Steps &amp; After The Visit</b> </div>

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### Next Steps Tips

At the end of your visit, you and your healthcare provider can:

**Discuss diagnosis and treatment plan.**

**PAUSE and make sure you understand and are comfortable with the plan.**

- Any questions? Does the plan meet the needs of your family?
- Schedule any future follow-up appointments/testing/labs
- Who is taking care of orders and prescriptions
- What referrals might be needed and who is making them.
- Plan visit for little longer/shorter for next time and communicate what accommodations could be made for next visit.

**Next Steps:**

**BEFORE FINISHING THE VISIT, YOU AND YOUR PROVIDER CAN:**

- Discuss the **plan**. **Pause** Are you comfortable and confident with plan?
- Discuss if any **referrals, prescriptions or orders** will be made
- Discuss **who will be responsible** for each part of plan.
- Discuss the **next appointment** telehealth or in-person. Set up a schedule!
- Do you have a preference?
- Discuss safety & risks of each option?
- Needs of your child and family?
- Do you have **any needs that were not discussed?**

**NOTES:**

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### After The Visit Tip

If you have any questions or concerns after your visit has ended, contact your health care provider's office.

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### Telehealth Bloopers: Food and Interruptions



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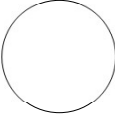



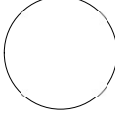



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### Telehealth Bloopers 1

 <b>DO-</b> Have a snack or eat <b>BEFORE</b> your Telehealth appointment 	 <b>DON'T-</b> Eat while on camera for your appointment 	 <b>DO-</b> Turn off your cell phone ringer or any other distractions 	 <b>DON'T-</b> take other calls or have side conversations 
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### Telemedicine Bloopers: Cars and Cameras



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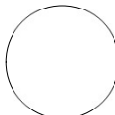

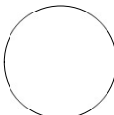

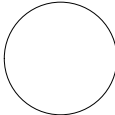



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### Telemedicine Bloopers 2

 <b>DO-</b> Find a reduced noise environment 	 <b>DON'T-</b> Have the appointment in a moving car while driving 	 <b>DO-</b> Make sure your face is centered and entirely in the camera view 	 <b>DON'T-</b> Cut off your head or have an extreme close-up of your face with your camera 
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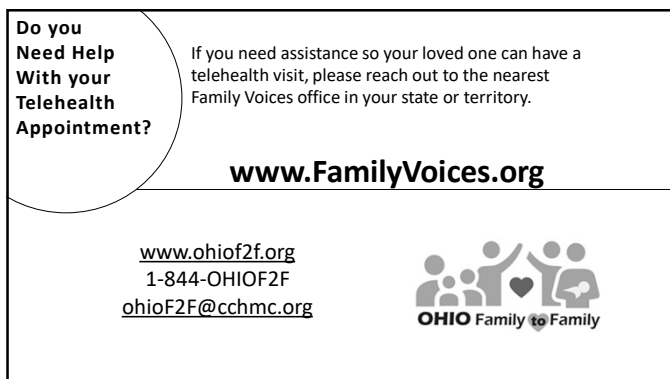
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## Curriculum – Family Eval - English

• [https://redcap.link/FVCCurriculum\\_EN](https://redcap.link/FVCCurriculum_EN)



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☆☆☆☆☆  
**Thank you!**

Be Sure to check out all the Webinars  
in our 4 Part Telemedicine Series

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