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 & More:
    - Are You Connected?
    - Do you have a Device?
    - Can You See Your Provider?
  - During the Visit
  - Next Steps & After the Visit
  - Bloopers & Success!

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.

Tele-What? Digi-What?

Digital and Connected Health is the use of:

- Digital
- Mobile
- Wearable
- or other innovative technologies
  that facilitate the tracking and monitoring of health status and behavior (outside the clinical encounter) with the goal of fostering more patient-centered, technology-enabled, and insight-driven healthcare.

Telemedicine

Telemedicine is often used interchangeably with “telehealth” but is technically focused on the clinical aspect of care such as:

- a video appointment with your child’s pediatrician
- or a virtual therapy session with your young adult’s speech therapist.

Telehealth

Telehealth is the use of electronic information and telecommunication technologies to support:

- long-distance clinical health care
- patient and professional health-related education
- public health &
- health administration.

Technologies include:

- video conferencing
- the internet
- store-and-forward imaging
- streaming media
- terrestrial & wireless communications.
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.

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.

**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.

**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.

**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.

**Vision, Hearing & Speech**
You have the right to accommodations for vision, hearing, and speech to be able to access your telemedicine visit.

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

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

**Stop a visit**
You have the right to stop a telehealth visit if you feel uncomfortable at any time.
Come to the telehealth visit with information and updates about your child's health, such as celebrations in your child's life since last visit, concerns, symptoms, treatments or hospitalizations since last visit, medications, updates from other providers, and any other information you think your provider might need to know.

Participation

Come with Information

Questions

Exam

Assist with any physical examination of your child or demonstrate issues with your child's care, such as problems with supply or equipment, during the telehealth visit.

Actively participate in the Telehealth visit.

Ask questions when you do not understand information or plan of care.

Offer your child the same opportunity to actively participate in the telehealth visit.
Flow Chart

Are You Connected? Yes or No?

- Do You Have a Device?
  - Can You “See” Your Provider?
    - Your Family’s First Telehealth Appointment

The Fab 4:
For a Family-Centered Telehealth Appointment

1. Are You Connected?
2. Do You Have a Device?
3. Can You “See” Your Provider?
4. Your Family’s First Telehealth Appointment

Is Your Device Tele-Ready?

3 Things

- Computer
- Tablet
- Smart Phone

- Microphone
- Headphones/Earbuds

Your Device is Tele-Ready!
Are You Connected?

#1

Do You Have a Device?

#2

Can You “See” Your Provider?

#3

Your Family’s First Telehealth Appointment

#4

The Fab 4: For a Family-Centered Telehealth Appointment

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The Fab 4

For a Family-Centered Telehealth Appointment

4 Keys

Email

Text

Log-In

Call Your Provider
Get Ready for Your Telehealth Appointment

Before The Visit

During The Visit

Next Steps & After The Visit

A Word About Insurance

Will I have to Pay for my Telehealth Appointment?

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.
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?

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.

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
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?

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

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.
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.

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

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

For individuals who use American Sign Language:
- Live captioning
- TEMI: Records what is being said and transcribes words

It’s Time!
You have successfully scheduled a telemedicine appointment for you or a loved one.

4 Things Before the Visit
- Space: Reduced Noise, Confidential Environment, Internet Connection, 2nd Lt.
- 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 attenders (what to expect, usual story questions)
Before The Visit:
Space
• Reduced Noise
• Private/Confidential
• Well-Lit Area
• Reliable internet connection

Before The Visit:
Equipment
• A device with a camera and microphone.
• Instructions of link to ‘see’ your provider. Install any apps needed for appointment.
• A notepad, paper, pen, shared plan of care
• Ask your provider if you will need the following equipment:
  • Thermometer
  • Scale
  • Blood Pressure Monitor
  • Flashlight
  • Other Equipment
  If you do not have access to these, ask your provider if they can provide.

Before The Visit:
Information
Utilizing a tool like this Family Voices Worksheet can help you prepare!
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.

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.

Your Family’s First Telehealth Appointment

Before The Visit  During The Visit  Next Steps & After The Visit
During The Visit

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

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

Example: VIDEO: Parent Helping Provider
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 apt
• Find a comfortable location (your room, couch)
• What is your comfortable environment (hat over face)
• Have water/drink nearby

Example Visit
VIDEO: Autism

Before The Visit
During The Visit
Next Steps & After The Visit
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 longer/shorter for next time and communicate what accommodations could be made for next visit.

After The Visit Tip
If you have any questions or concerns after your visit has ended, contact your health care provider’s office.

Telehealth Bloopers: Food and Interruptions
Telehealth Bloopers 1

**DO:** Have a snack or eat before your telehealth appointment.

**DON'T:** Eat while on camera for your appointment.

**DO:** Turn off your cell phone ringer or any other distractions.

**DON'T:** Take other calls or have side conversations.

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Telemedicine Bloopers: Cars and Cameras

**DO:** Find a reduced noise environment.

**DON'T:** Have the appointment in a moving car while driving.

**DO:** Make sure your face is centered and entirely in the camera view.

**DON'T:** Cut off your head or have an extreme close-up of your face with your camera.

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Telemedicine Bloopers 2

**DO:**

- Find a reduced noise environment
- Have the appointment in a moving car while driving
- Make sure your face is centered and entirely in the camera view

**DON'T:**

- Cut off your head or have an extreme close-up of your face with your camera
Successful Appointment: TeleTherapy

That’s All Folks!
- Bugs Bunny

Do you Need Help With your Telehealth Appointment?

If you need assistance so your loved one can have a telehealth visit, please reach out to the nearest Family Voices office in your state or territory.

www.FamilyVoices.org

www.ohiof2f.org
1-844-OHIOF2F
ohioF2F@cchmc.org
Curriculum – Family Eval - English

• https://redcap.link/FVCurriculum_EN

Thank you!

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