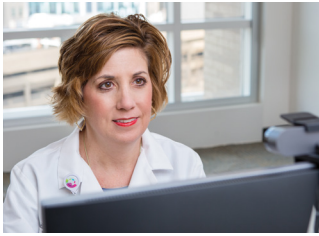


Telehealth: What It Is and How to Use It

For Ohio families who have children and youth with special health care needs

1. What is Telehealth?



- A way to have virtual meetings or video appointments with doctors, therapists, teachers, support groups, etc.
- A way to talk with, hear, and see another person, and they can talk with, hear and see you.

2. Are you prepared?



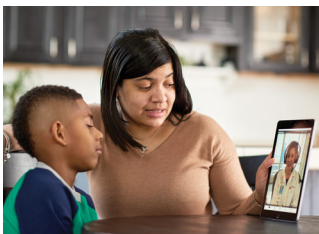
- Before the visit, find out if you have to pay anything.
- Make a list of questions and concerns.
- Log on and get set up 15 minutes prior to the time of the visit. Practice a few times.
- Prepare your child for the visit.
- Is there a download needed? Is there a passcode?
- Have a private, quiet space.

3. How can I connect?



- Use a computer, smart phone, tablet/iPad, or a device that has a camera and microphone.
- Check with your internet company to make sure your signal is strong enough.
- If you do not have internet or wifi, there may be free and discount options. (Check with your local library and make sure it is safe to use.)

4. What happens during the visit?



- Take notes and ask questions.
- Professionals may ask you to do something during the visit such as have your child raise their hand.
- Discuss care needed and make a plan.

5. How can Telehealth help your family?



- It is another way to take care of yourself and your family. You can choose your own room or place.
- It allows you and professionals to keep communicating on care needed.
- It is convenient and safe.
- There is no cost or need for transportation and no drive time.
- It is a flexible way to stay connected to others.

Additional Resources

For Ohio families who have children and youth with special health care needs

You can find additional resources such as a Video on Using Telehealth, Ohio's Medicaid School Program (MSP), Access to Medical and Behavioral Health Services Using Telehealth During COVID-19, on our website, www.ucucedd.org/telehealth-additional-resources

Remember to ask the professionals if Telehealth visits are possible. If **you need help** using Telehealth, **please contact** your case worker, care coordinator, or Ohio Family to Family.

Contact Us

Ohio Family to Family Health Information Center

Website: www.ohiof2f.org | Phone: **844-644-6323** | Email: ohiof2f@cchmc.org

We would like to thank our Ohio F2F Family-Caregiver Professional Advisory Committee for their input and guidance in developing this factsheet.

This project is/was supported by the Maternal and Child Health Bureau (MCHB) of the Health Resources and Services Administration (HRSA) of the U.S Department of Health and Human Services (HHS) under grant #H84MC28443.

