

Patient Tips for Video Visits with your Pediatric Provider

1 Get Ready for your Visit

Have your child with you in a well-lit room that is as quiet and free from distractions as possible.

Check your phone or email 15-20 minutes before your appointment time for the link to your video visit room.

If you do not receive a link 20 minutes before your appointment, please call the office.



2 Joining your Video Visit

For your video visit, you will need:

- A reliable internet connection
- A smartphone, computer, or tablet with a camera and microphone.
- Web browser installed.

Preferred browsers

- Google Chrome
- Safari



3 Tools to have available:

- Thermometer
- Flashlight or other light source (helps us to look at your child's throat)
- Your child's weight or a scale
- A list of your child's symptoms, when they started and how severe they are.
- A list of questions for your provider.
- Name, location and phone number for your pharmacy.
- Comfort items that may make your child more comfortable (toy, blanket, etc.)



4 What to expect during your child's video visit

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

You may be asked to:

- Hold your phone to the child's open mouth so the provider can examine their throat
- Gently push on the child's belly as instructed by the provider
- Take the child's temperature



Your session will begin as soon as the provider joins the visit.
Please try to join the visit 5 minutes prior to your scheduled time.