

## Taking your child to their first telemedicine visit?

### Here's how to get started...

**Note:** Many parents have great anxiety about having a virtual visit and how is this really going to work? Will it work? How do I get started? Overall, I think you as a parent will or should find it very similar to calling your doctor. The advantage is the doctor can see your child.

### *Here are a few tips:*

#### Step 1: Thinking about telemedicine?

- Ensure that you will see your pediatrician or a pediatrician you can trust.
  - I would suggest asking your doctor if they offer telemedicine. Hopefully, your doctor is suggesting you have a telemedicine visit and they should have given you a “practice code” for their practice.
  - You should not wait for a telemedicine visit or on a phone call if you think this is an emergency, call 911.

#### Step 2: Register on the Anytime Pediatrics App or visit the web portal

- You can download the Anytime Pediatrics app from the Android or iOS store for free.
- You can also register on your computer at <https://portal.anytimepediatrics.com/>.
  - The registration is very simple BUT don't forget to enter your pediatrician's **Practice Code** if asked during the process.
  - This 4 digit ID code is needed to ensure you see your pediatrician. You can add all your children and all information and save it before the visit occurs.

#### Step 3: Prepare the basics for your visit

- Make sure you have a strong wifi connection or excellent 4G cellular service.
- If on a computer or mobile web, you **MUST** use **Chrome or Firefox** web browsers.
- **You MUST permit** the application to **access your camera and microphone**.
- Have good lighting and sometimes having a flashlight helps for extra lighting during the visit.
- Make sure you are in a private place that is quiet.
- Take your child's temperature and weight prior to the visit.
- You may want to take photos or rashes or other concerns that you can share with your clinician.
- Have your child with you when you start the visit.

#### Step 4: Request a Visit

- If it is time for your scheduled appointment you simply click in the appointment link and request an upcoming visit.
- If you are seeking an unscheduled visit then you can click request visit by your child's name to enter the waiting room if your practice is available.
- Please enter all the key elements for your child's visit – like all your child's medications, medical history, allergies and current temperature.

### Step 5: Introductions

- **Provider** – it's important that you have the provider introduce themselves and if they are not your regular doctor, ask their name, title and specialty. Never hurts to know their location. Feel free to ask these questions if they are not offered.
- You should **confirm** all of the following information:
  - Patient/parent address
  - Patient DOB
  - Insurance
  - Primary care provider name
  - Current location.
- You should have completed a consent form to be treated or at least be asked for your consent by the doctor.

### Step 6: The Visit

- **Share your most pressing** concern about your child.
  - The doctor will want to know when it started, how long it has been a concern and how severe the symptoms are and what other symptoms may be part of the concerns as well.
    - Ex. Onset, duration, severity and symptoms
- **Share your child's Medical History.**
- The doctor will want to quickly see your child to see how they are doing.
- Following the initial exam of your child, the physician will likely move to more history and/or detailed examination of the specific area.
  - You may need to help your clinician by having your child open their mouth, take pictures or help examine other areas.

### Step 7: Getting Advice, Treatment and/or a Plan

- Once completed the physician will help you decide on next steps.
- Telemedicine can offer a lot and your clinician may be able to treat you entirely via telemedicine. However, some times depending on the concern, your child may still need to be seen at a location tonight or tomorrow.
- The good news is that by your clinician seeing the child virtually, they can better help guide you as to the best place to take your child. Most of the time, your doctor will be able to make the diagnosis via the video visit and/or offer guidance, a prescription if really needed or other advice on signs or symptoms to watch for.

### Step 8: Closure

- **Ensure closure** - It is very important that you make sure that you understand your doctor's instruction. We would advise that you ask for a copy of any advice and ensure you don't have any questions. You should be able to summarize diagnosis, advice and instructions on when to call back or to be seen. If the doctor thinks your child needs to be seen urgently or emergently please follow their advice.

### Step 9: Log out

- Log out and make sure to tell your friends about how you connected with your pediatrician via Anytime Pediatrics!