



# SUCCESS WITH YOUR TELEHEALTH APPOINTMENT AT HOME



## Getting Ready:

1. Have a few (not too many!) age appropriate toys available in the room (i.e. blocks, dolls, action figures, potato heads, colors)
2. Choose a room with a door that can be closed off from other areas of the house (if possible) child
3. Prepare the room for safety (e.g. try to limit access to chords, rolling chairs, sharp things, hot things (e.g. iron, stove) heavy things that could fall on the child.
4. Try to have other children/ siblings set up with another engaging activity before the appointment (e.g. let them watch their favorite show, set up a craft they can do independently, provide a favorite snack. ) Also, think of a back-up activity in case they finish the first one
5. Check your internet connection, power chords and start up your computer 15 minutes before the session

## DO:



- Join the call on time in a quiet, private place
- Participate and ask questions
- Speak loudly so everyone can hear you
- Place your tablet/phone/computer on a stable surface
- Keep your camera on the entire time
- Have both parent and child on the screen (unless otherwise instructed)
- Mute your tablet/phone/computer if something loud happens
- Limit distractions and be fully present - save household chores and other tasks for after the appointment
- Prepare yourself and your child like you are going to an appointment. Dress in appropriate clothing (not PJs) to help the child feel like this is a real appointment.
- Stay with your child throughout the videocall, depending on your provider's guidance.
- Have a phone available in the event of a videoconferencing difficulty; your provider will call you.
- Review back-up plans with your provider and let them know of any crisis concerns at the beginning of each session.



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DON'T



- Do not turn your camera off
- Do not hold your tablet/phone in your hands and/or move it around
- Do not join while driving
- Do not join in a public area.
- Don't have siblings or pets in the room
- Don't try to work on household chores
- Don't have TV or loud music in the same room if possible
- Limit eating during session
- Do not join while outside
- Do not walk around from room to room while you are joined

