



Kennedy Krieger Institute

# Preparing for Your Child's Telehealth Appointment

We're excited to welcome you and your child to your child's first Kennedy Krieger Institute telehealth appointment! At Kennedy Krieger, telehealth appointments may be scheduled in addition to in-person appointments, or they may replace your child's in-person appointments altogether, based on what you and your child's clinician feel is best for you and your child.

Kennedy Krieger uses a secure video-conferencing service called Zoom for telehealth appointments. To access Zoom, you'll need:

1. A desktop or laptop computer, a tablet, or a smartphone with a camera and microphone
2. Connection to the internet
3. Access to email, so we can send you a link to click on shortly before your telehealth appointment begins (in some cases, we can text the link to you)

Before your child's first telehealth appointment, your child's clinician will email you a Zoom link. If you're using a computer with a camera, simply click on the link, and you'll be connected to your child's clinician—it's very user-friendly. You'll use this same link for recurring telehealth appointments (unless we send you a new link). Just open the original email from your child's clinician, and click on the link to begin your child's appointment. If you're using a tablet or smartphone, you'll need to download the Zoom app ahead of time and create a free account.

You and your child's clinician will exchange phone numbers in advance, in case one of you has difficulty connecting or your connection is interrupted. At the beginning of your child's appointment, your child's clinician will ask you where you and your child are (in case of emergency), who is near you, and if you give your permission for anyone near you to hear anything said during the appointment.

Please let your child's clinician know if you have any questions. If you need to reach your child's clinician, call the number for the Kennedy Krieger clinic providing your child's services, or call the main line at **443-923-9200**.

If you need assistance setting up or using Zoom, call our Telehealth Help Line at **667-205-4700**.

## **Tips for a Successful Telehealth Appointment**

### **Prepare Your Environment**

- Privacy is important. Try to be in a private area within your home during the appointment.
- Choose an area with a good internet connection.
- Choose an area with few distractions—turn off phones, TVs and radios, and remove other items that may be distracting.



## Kennedy Krieger Institute

- If possible, wear headphones, so others won't hear what your child's clinician says.
- If your child's clinician doesn't feel they can provide good care due to distractions or lack of privacy at your location, the clinician may choose to reschedule the appointment.
- Your child's telehealth appointment cannot take place while you and your child are in a moving vehicle. If you and your child are in a vehicle for your child's appointment, it must be parked and you must let your child's clinician know where you're located.
- Pick a comfortable place to sit where you and your child can easily see your screen, and easily be seen by your child's clinician, and focus on the appointment. Sitting at a desk or table, or on the floor facing your device with the camera at eye level, is ideal.
- Be sure your camera is on during the appointment.
- Check the lighting: Make sure you and your child can be seen, and that there's no glare.
- Dress your child as you would for an in-person appointment with your child's clinician.
- Notify your family members that you and your child will be having the appointment. Put up a "Do Not Disturb" sign, if needed.
- Kennedy Krieger clinicians may not be able to see your child via telehealth if your child isn't in Maryland. If your child is leaving the state—even temporarily—and you want to continue telehealth appointments, please let your child's clinician know in advance so they can determine if they can continue to offer telehealth appointments to your child while your child is not in Maryland.

### **Explain to Your Child**

Teens usually adjust well to telehealth, while younger children can be distracted by the excitement of having their clinician "in their home" and on the computer. This is normal. Let your child know what will happen during the appointment—that you'll check in with the clinician, and then the clinician will ask questions, just as they would in person. Here's a sample script to use when talking about the telehealth appointment with your child:

"We're meeting with [your child's clinician] on the computer today! We'll be able to talk with [your child's clinician] just like when we visit in person. But for [your child's clinician] to see us, we have to stay on the camera, so we'll have to sit here [point to the designated area]. Remember, the rules are the same as when we're at the office."

Children sometimes seek attention during telehealth appointments, by—for example—interrupting or making faces at the screen. Ignore this behavior, and look for an opportunity to praise good behavior. If attention-seeking behavior continues, work with your child's clinician to manage it.