



# Preparing for a Telemental Health Care Visit

## How should I be involved?

**As an advocate.** As a parent and/or caregiver, you are your child's best champion. Be sure to ask any and all questions you may have. It's often helpful to write down your questions or observations about your child in real time ahead of your appointment. If your child needs special help during the video appointment, be sure to discuss those needs with the provider. Parents and/or caregivers should be present to help with logging in, consenting to medical services, asking questions, scheduling appointments, and understanding any medication instructions. Providers will offer guidance about ongoing parental involvement.

**For an in-person visit.** There may be situations where the provider asks for an in-office visit. Sometimes this visit is needed to check your child's vital signs or weight; if there is an emergency or crisis; or if a physical exam is needed.

**To ask important questions.** You may want to reach out to the provider's office to ask the following questions to help you prepare.

### Questions for the provider:

1. How does my child log on?
2. Will the appointment be private and secure (HIPAA compliant)?
3. What virtual platform do we need?
4. Do I need to download any computer or phone applications before the visit?
5. What happens if the technology fails (the video freezes or the call drops)?
6. What if we are out of state on the day of our visit?
7. What is your cancellation policy?
8. How long is each visit?
9. Who should be present during the appointment?

**Be sure to ask any and all questions you may have.**



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### Questions for the insurance company:

1. Do I need a referral?
2. What coverage is there for telehealth services?
3. Is there a visit limit for these services?
4. Is there a deductible?
5. Is there a co-pay? How much is it?

### What will I need for the appointment?

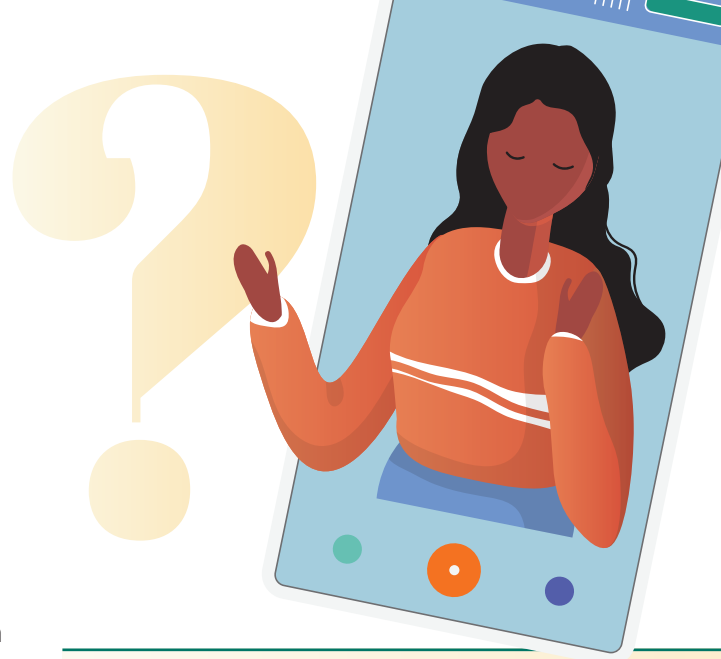
Your provider will help you get started. Your provider will send an appointment link to your email address and provide instructions on how to connect. If you are not going to be in your home state, let the provider know before the appointment as you may need to reschedule due to state requirements for providers.

### Prior to appointment

1. Ask if you can attend the visit from home or if you must visit the provider's office.
2. Schedule on a day and time that works best for you.
3. If you do not have a computer, tablet or smartphone talk with your provider about coming into the office.
4. Avoid using computers in public places like schools or libraries that are not private.
5. If you need to change your appointment, call your provider's office in advance.
6. Write down any concerns or questions you want to ask at the appointment.
7. Be sure you have a working device with audio and video available.

### Day of appointment

1. Find a quiet, well-lit, private place to attend the appointment.
2. Give yourself a few extra minutes to check for any issues with your technology. Test your camera and speakers or headphones to make sure they are working.
3. Have your internet browser or virtual platform ready; close out other applications that may be distracting.
4. If your internet is down, have your provider's office number available.
5. Ensure your device is charged and charging cords are available.
6. Have a paper and pencil handy to write things down.
7. Have access to your calendar to schedule follow-up visits.



If you need financial support accessing the internet, visit the following resources:

