



Patient-Family Telemedicine Visit Checklist

At Lurie Children's, we strive to provide the most convenient scheduling options for your family while providing the highest-quality care, in the right place at the right time. Telemedicine visits allow you to access your child's care team via video from the comfort of your home environment.

To prepare for your visit, please read through and follow the checklist below.

Before your visit:

- You will need a smart device with a video-camera (eg. smartphone, tablet, laptop or computer) as well as internet access for your telemedicine visit.
 - If WiFi is available, please ensure your device is connected to the WiFi.
- If you are planning to use your phone or a tablet (eg. iPad) for your telemedicine video visit, download the free telemedicine application by following the instructions sent to your e-mail.
- Find a good place for your visit:
 - An area with good lighting (eg. do not sit with a window behind you)
 - A private and comfortable location.
- Write down your questions before the visit.
- If you have any pictures of documents to share with the healthcare team, please send those ahead of time.
- Let your healthcare team know if you will need language interpreting services during the visit.

Day of your visit:

- Set up your chosen space and set up your device (eg. find something to lean your smartphone on).
- Carefully follow the instructions sent to you by e-mail on how to start the video visit.
 - Click on the link to begin your telemedicine visit 10 minutes before your appointment.
 - If your healthcare team is running late, please wait for them to join. Call the office if the wait becomes too long or you need to reschedule.
 - If you get disconnected, restart the visit by clicking on the link in the e-mail.
- Ask your healthcare team when and how you should follow-up.

Things you may need:

- Have any medications with you during the visit and note the ones that need refills.
- Pen and paper to write down notes.

After your visit:

- Schedule any needed follow-up appointment(s).
- You will get a survey about your telemedicine visit. Please complete the survey as your comments are very important to us.