

# FAQ's

## How do I prepare for a Telemedicine visit?

To prepare for your visit, please do the following:

- Before the time of your visit, download the Telemedicine application on the device you are going to use.
- Make sure you are in a private space in your home.
- Ensure that the device you are using is connected to the internet and has enough battery strength for the visit.

## Is the video call secure and private?

Yes. Your privacy is very important to us. At the time of your scheduled appointment, you will login to the appointment through your device and dial a unique code that has been assigned to your child. This code will be unique and reserved specifically for your child's care. Visits are not recorded.

## Can I record the visit?

We ask that you please do not record these visits.

## Can I share the appointment link with someone?

Yes, you can share the link with anyone that you would like to join the appointment, and they join the telemedicine appointment through video or with the audio-only phone number listed in the email invite. You can also give the scheduler all of the emails you would like the appointment sent to.

## Can another family member call in to the Telemedicine visit if they do not have video capability?

Yes. In the invite you received by email, there is an "Audio Only" phone number and Meeting ID that you can give to anyone who would like to join. Please make sure the patient joins by video.

## Will I be able to get a prescription and/or note for school/work?

If the provider determines that a prescription is necessary, it will be sent electronically to the pharmacy that we have on file for your child. School/work notes and additional instructions or materials will be shared with you via MyChart.

## Who can help me if I am having technology issues?

Please call the department that you called to schedule your visit.