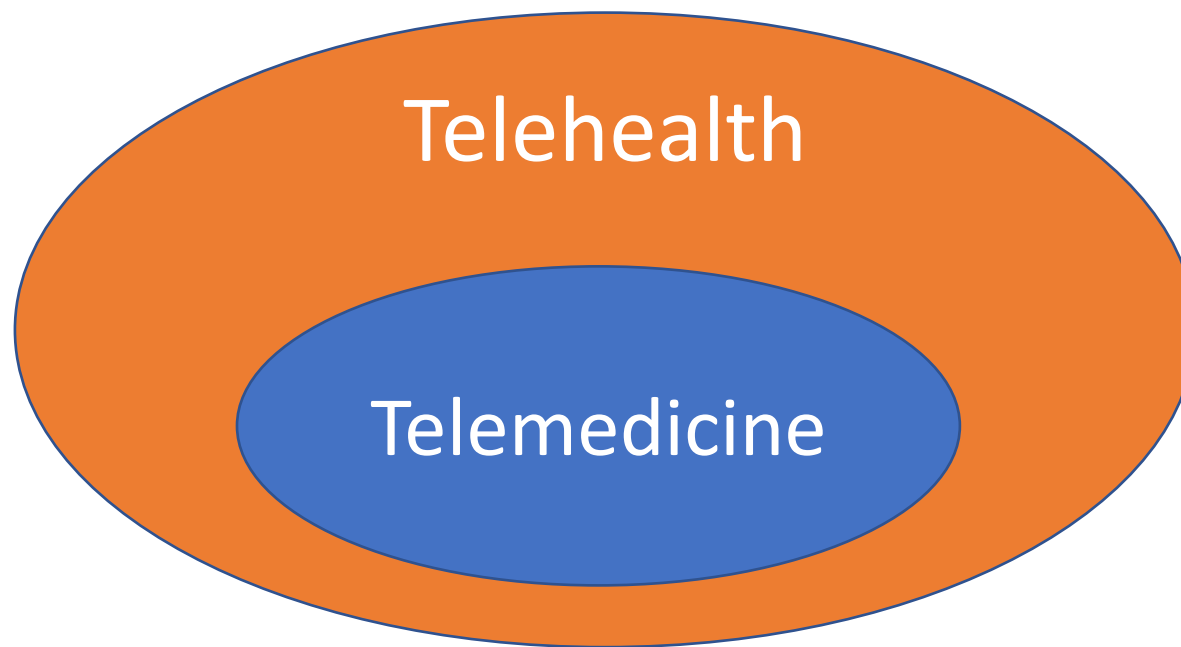


Preparing for a Successful Telehealth Visit



If you are on today's call or viewing the recording – you are primed for a successful telehealth visit for yourself, for your child or family member, or for others you may support.

On-line
Visit

TeleHealth

Virtual
Care

Virtual
Visit

TeleCare

**Other Names for a
Telemedicine
Appointment**

Video
Visit

E-Consults

E-Visit

Virtual
Health
Care

Phone
Visit

Tele
Therapy

Benefits of Telemedicine

- Convenient and effective way to receive care
- Transportation may not be needed
- Saves travel time and travel related expenses (gas, food, lodging)
- May not need to take time from work or childcare
- Weather cancellations unlikely
- Increased comfort, convenience, and satisfaction
- Reduced anxiety and pre-appointment stress
- Providers may be able to see patients in an optimal environment
- Avoid ER, reduce ER avoidance
- During pandemics, reduced exposure



Limitations of Telemedicine

- Unable to conduct physical exams
- Unable to conduct lab tests
- Unable to provide immunizations
- Unable to provide certain therapies or infusions
- Lack of insurance coverage
- Lack of connectivity and/or devices
- Poor camera quality
- Lack of experience, hesitant
- “Camera Shy”
- Privacy concerns

Identifying strategies and supports may help overcome limitations.



Do you have the necessary tech for a telehealth visit?

- Phone with service or minutes
- Desktop or laptop computer with microphone, camera, speakers/headset and internet
- Tablet, smart phone with internet or cellular service



Need internet? Family and friends, libraries, community center, schools, many businesses, discounts from providers

www.human-i-t.org/request-internet

<https://puc.sd.gov/lifeline/telephoneco.aspx>

Need device? Family and friends, libraries/community centers/schools, Lifeline, Human IT

www.human-i-t.org/request-technology



Do you have the necessary tech for a telehealth visit?

Need phone service? Family and friends, Lifeline, discounts from providers

The 211 Helpline can be called 24/7 by anyone needing information or support – whether financial, family, mental health, or disaster-related. From health and human service programs, community services, disaster services and government programs, the 211 Helpline app is a one-stop source of information. Categories listed include food, housing, financial assistance, employment services, healthcare, volunteer/donate and more.



get connected
TODAY
with the 211 Helpline App



Finding a Provider

- Your usual care team
- Your insurance
- Referrals from people you trust
- Health Center

<https://telehealth.hhs.gov/>



Finding a Provider



Find a Health Center

[About the Health Center Program](#)

[About This Tool](#)

[Note to HRSA Health Centers](#)

SD-44, Rapid City, S



50 miles



Search Results:

[Filter Results](#)

COVID-19 Testing

Telehealth

COVID-19 Testing & Telehealth COVID-19 Testing only

Telehealth only Both COVID-19 Testing & Telehealth

Not Available

Uncheck both boxes to view all health centers

CONSOLIDATED COMMUNITY HEALTH CENTER

Operated by Community Health Center of The Black Hills, Inc.

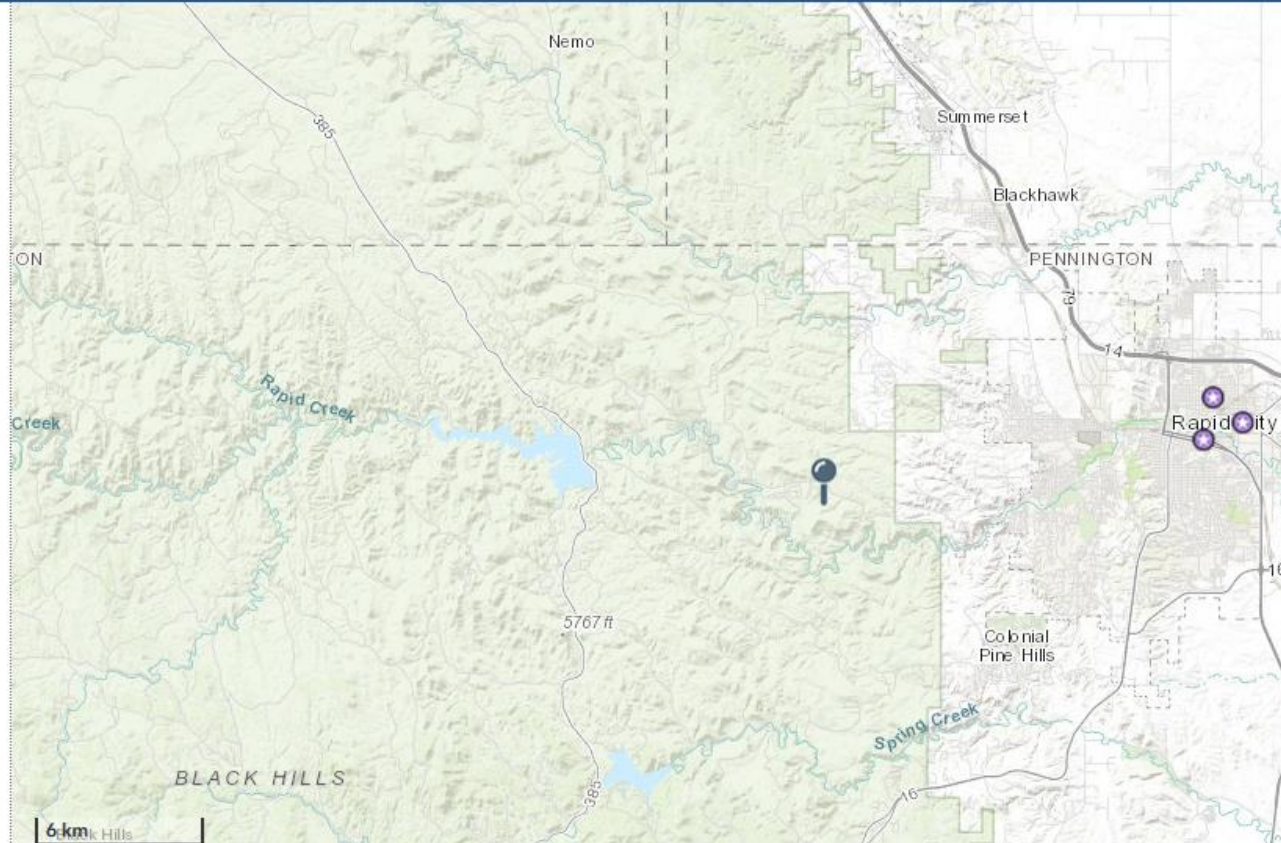
350 Pine St

Rapid City, SD, 57701-1669

Tel: 605-721-8939

Distance: ~9.2 miles

As of 01/29/2021, this health center reported providing COVID-19 testing and services via



Before Your Visit

- Complete and return paperwork
- Alert provider for needed accommodations
- Ask provider if you should have anything on hand for the session and assemble
- Write down symptoms, questions or concerns to discuss
- Have a list of medications (or actual bottles) le
- Have information on your preferred pharmacy available
- Charge your devices, have charging cords handy and be near a power source
- Complete any updates to your tech, including browser



www.freepik.com/free-vector/telemedicine-isometric-concept-with-online-consultation-medical-mobile-apps-devices-isolated_6871560.htm#query=online-medical&position=49

Before Your Visit - Continued

- Install any programs needed for the virtual visit and test/practice in advance
- Reduce background noise, plan an activity for who may be with you
- Select a quiet, private, well-lit area with reliable connection
- Keep camera steady
- Don't wear noisy jewelry
- Close any unneeded programs or applications
- Have a something to write with and write on for notetaking
- Have a support person with you to listen, take notes if helpful



www.freepik.com/free-photo/astonished-excited-female-with-lap-top-knees-showing-blank-screen-pointing-it-with-index-fingers_1010022.htm#page=2&query=online+medical&position=30

Prepare Your Child for a Successful Visit

- Put the visit on their calendar/schedule
- Create a social story or use video to help them understand
 - Make your own social story
www.rchsd.org/documents/2015/07/adi-social-story-template.pptx
- Practice having a televisit
- Have child eat and use restroom before session
- Plan an activity for other children in the home
- Aim for a distraction free area
- Would they benefit from having a favorite item with them



www.freepik.com/premium-photo/father-looking-screen-smartphone-consulting-with-doctor-online-home_9267166.htm#page=1&query=telemedicine%20and%20children&position=5

Just Prior to the Telehealth Visit

- Turn off other household devices that may slow internet
- Close all unneeded apps/programs
- Log into appointment several minutes early
- Have provider phone number available if internet connection lost



During the Telehealth Visit

- During the Telehealth Visit
- Accommodations should be provided.
- Take turns speaking.
- Ask questions, share, ask provider to repeat
- Non-verbal communication may not be seen
- Take time to process information and make a decision
- Ask how to communicate if you have questions or need to follow up
- Glitches will happen, your provider will assist



Medical vector created by redgreystock www.freepik.com

After the Telehealth Visit



https://www.treepik.com/tree-vector/online-medical-assistance-illustration_6974922.htm#page=1&query=telemedicine&position=0

- Follow up
 - Medications or supplies
 - Tests or procedures
 - Referral to other providers
 - Subsequent appointment

Resources to Help

- Worksheet – Preparing for a Successful Telehealth Visit
- Tip Sheets – Barrier Busters
 - My insurance does not cover telehealth
 - My child won't participate
 - I can't find a private or quiet place
 - I am not comfortable being on camera
- South Dakota Parent Connection

PREPARING FOR A SUCCESSFUL TELEHEALTH VISIT



Before Telehealth Visit:

Make sure you have the right space & equipment:



- A **quiet, private, well-lit area** with a reliable **internet** connection.
- A **device** with a camera and microphone. Install any apps recommended by your healthcare provider and assure the provider has your most current phone number or email.
- A notepad, paper, shared plan of care or some other way to take **notes**.
- **Confirm** with your provider if you will need the following: a thermometer, scale, blood pressure monitor and/or flashlight. These items may be helpful in the exam but may not be required.



Identify and gather information:

- A list of **celebrations, concerns or challenges** since your child's last visit.



SOUTH DAKOTA
ParentConnection

www.sdparent.org

Sioux Falls
3701 W. 49th St Ste 102
Sioux Falls, SD 57106
605-361-3171

Rapid City
2310 N. Maple Ave
Rapid City, SD 57701
605-681-3311
605-358-0305

Aberdeen
1707 4th Ave SE Ste C
Aberdeen, SD 57401
605-681-0709

1-800-640-4553

