A Guide for Families and Caregivers: 
How to Prepare for Telehealth Appointments with Your Child or Adult

1. Prepare for the appointment:
   ✓ Think about what information you would like to discuss with the provider.
     - Have questions and concerns written down ahead of time
     - Consider sending a picture or summary of your concerns to the clinician prior to the appointment
   ✓ Have small activities or reinforcers available for your child/adult to keep them busy for the times when you need to talk with the doctor, therapist or staff directly.
   ✓ Practice logging into the link when you receive the meeting/appointment notice to prevent problems on the day of the appointment.
   ✓ Be prepared for the entire appointment time, including that there could be some waiting required before the appointment or if there will be multiple providers joining.
   ✓ Be early.
     - Log-in early to telehealth platform following the guidelines sent from the provider.
     - Complete the check-in procedure and any requested documentation ahead of time.

2. Prepare your child or adult for the appointment:
   ✓ Talk to your child or adult about what the appointment will entail: who you will be meeting with, what you will be discussing and how long it will last.
   ✓ Use a social story, if needed, to help your individual understand more about the upcoming appointment.
   ✓ Have your child or adult eat a snack and use the restroom before the session begins.
   ✓ Feel free to have quiet preferred activities available for your child or adult to do during the appointment (iPad – with headphones, reading, coloring book, fidget toys/Play Dough, etc.)
   ✓ If your individual does not want to appear on video, discuss with your clinician ahead of time to see if there are alternatives to respect this wish.

3. Prepare your environment:
   ✓ Position yourself and your individual in a quiet, comfortable place with few distractions.
   ✓ Make sure you are in a well-lit space so that the provider can see you and your child/adult. (*Note: The best lighting is light that is in front of you, not behind you.)

4. Technology tips:
   ✓ Make sure your Wi-Fi is working. Remember, you may be able use your phone as a hot spot connection if your Wi-Fi is not working.
   ✓ Test the placement of the camera and the technology platform on the device you intend to use the day before your appointment.
   ✓ Give the provider a phone number to call in case your internet connection is interrupted or your device isn’t working properly.