I can’t do my telemedicine visit because ...

I don’t know how to do this with my doctor.

What does this mean?

This means you may not be able to connect to a telemedicine appointment because you are not sure how to “log on,” or access the platform being used by your provider.

Who can help me?

• The provider you are scheduling the appointment with will be able to provide you with information about what is needed to prepare for your/your child’s telehealth appointment.
• The Alabama Family to Family Health Information Center may be able to provide you with guidance and support on how to participate in a telehealth visit.

What are my next steps?

• Find out if your child’s provider offers telemedicine appointments and if this is an option for you. (Some things [like procedures] cannot be done by telehealth.)
• When you schedule the appointment, ask if it includes video or is over the phone. This will help you determine what type of device and connection will be needed.
• Make sure your device is fully charged, and you have a strong internet connection.
• Go to a quiet, private space if possible so you can have discussions about your health and show the doctor any areas you are concerned about if needed.

Where can I learn more?

Check out these resources:

• Family Voices’ Nuts and Bolts of Telemedicine Webinar: Can You See Your Provider?
• What is Telehealth? – YouTube video
• Telehealth: A Quick Comparison – YouTube video
• Preparing for a Successful Telehealth Visit – worksheet
• Citas de telesalud con el médico de su hijo

This information is provided by Family Voices of Alabama.
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