



# 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](#)