



## **Tips for Successful Telehealth Visits at Nationwide Children's Hospital**

### ***Computer***

- Check to make sure you have a working
  - webcam
  - microphone
  - speakers
- Make sure you are in a quiet, private place.
- Use the best internet access you can. Google Chrome works best if it is available to you.
- Be in a room with good lighting, so the provider can see you.
- Do not have your mute button on.

### ***Mobile device***

- Finish and hang up any phone calls before joining the video visit.
- Check that your device is plugged in or has plenty of battery power for the visit.
- Make sure you are in a quiet, private place.
- Use the best internet access you can.
- Be in a room with good lighting, so the provider can see you.
- Do not have your mute button on.

## Zoom

- You or your child's next visit with Nationwide Children's Hospital will be by telehealth using Zoom video and your MyChart account. Telehealth lets us help you and your child without an in-person visit.
- As soon as you have a video appointment:
  - Download the **ZOOM Cloud Meetings** app to your phone.
  - Check it right away to be sure the app downloaded. If you have trouble downloading the app, click here for tips and tricks from **Zoom**.  
<https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions>
- Do not have the Zoom app open when you start your MyChart visit. MyChart will automatically open Zoom with the correct meeting ID when you check in.

## MyChart

- On the day of your visit, **log in to your MyChart account 15 minutes before the visit time.**
- **To access your MyChart account** go to  
<https://mychart.nationwidechildrens.org/MyChart/>.

## **For Families**

The following telehealth tips were provided by Family as Faculty. Families whose children have been cared for by our hospital are uniquely prepared to teach our staff about family-centered care. Through our Family as Faculty program, parents tell their stories and share their perspectives - allowing Nationwide Children's staff to provide the best overall care.

- Let your child choose the place that makes them the most comfortable and gives them the most privacy for their telehealth visit. Check your internet connection and lighting in this space before the visit.
- Keep items close such as fidgets, coloring items or toys to help keep your child engaged if needed during the visit.
- Start allowing your child to take ownership of their health visits by having them access the visit on their own tablet, computer or phone.
- Help your child prepare for the visit by keeping things they may want to share close by or reviewing the steps of a telehealth visit through a visual guide or social story.
- Check in with your child after the visit to find out how they are feeling and what may have worked or been hard for them.