



Kennedy Krieger Institute

Thank you for your interest in receiving telehealth services. These services can complement or replace your face-to-face services based on what you and your provider feel is most appropriate.

Kennedy Krieger Institute uses a secure, encrypted video conferencing service called Zoom. To access Zoom, you need:

1. a desktop, laptop, tablet, or smartphone with a camera and microphone
2. an internet connection
3. the ability to receive an email containing the connection link (in some cases, the link can be sent via text)

Prior to your first telehealth session, your provider will email you the connection link. If you are using a computer, you simply select the link from your camera-connected computer and the connection will be established. It is incredibly user-friendly. You will use this same link for all future telehealth sessions. Just retrieve the original email and select the link at the beginning of each session. If you are using a tablet or smartphone, you will need to download the app ahead of time and create a free account.

You and your provider will exchange backup phone numbers in advance, in case one of you is having difficulty connecting or your connection is disrupted during your session. Your provider will also obtain your physical location in case of an emergency. Your provider will ask you to identify everyone present in your home during the session and whether or not you give your permission for them to potentially hear the health information in the session.

Please let your provider know if you have any questions. If you need to reach your provider, call the number for the Kennedy Krieger Institute clinic providing your services or call the mainline at 443-923-9200. If you need assistance setting up or using Zoom, call our Telehealth Help Line at 667-205-4700.



Kennedy Krieger Institute

## **Tips for Setting Up Your Home for a Successful Telehealth Session**

### **Prepare Your Environment**

- Choose an optimal room in your home based on the ability to limit distractions and connect to the web.
- Check lighting: Make sure you can be seen but that there is not glare coming from uncovered windows/doors.
- Remove other items/toys that may be distracting.
- Turn off phones, TVs, radios, or other auditory/visual distractions.
- Notify other family members that you will be having the appointment. Post “Do Not Disturb Signs,” if needed.

### **Explain to Your Child**

- Teens will likely adjust to telehealth without issue, however younger children are often very interested in the novelty of having their provider in their home and on the computer. This is normal. It can be helpful to orient your child to the expectations during the session (e.g., brief check in with the provider and then will practice skills, etc...) Initially, if your child engages in attention seeking behavior (e.g., making faces at the screen), you should ignore the behaviors and look for an opportunity to praise appropriate behaviors. If the behaviors continue, you can problem solve with the provider to manage the behaviors. A sample script is provided below to help explain the sessions to children:

“We are going to be meeting with [provider name] on the computer today. We will be able to talk to him/her just like if we were seeing him/her in person. But, in order for her/him to see us, it is important that we stay on the camera (point out the designated area). Remember, the rules are the same as when we are at the office.”