



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 from 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.