



Kennedy Krieger Institute

Preparing for Your Telehealth Visit

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 visit, 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. For weekly appointments, you will use this same link for all future telehealth visits. Just retrieve the original email and select the link at the beginning of each visit. 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 visit. 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 appointment and whether or not you give your permission for them to potentially hear the health information in the visit.

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.



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Tips for Setting Up Your Home for a Successful Telehealth Visit

- Choose an optimal room in your home based on privacy and the ability to limit distractions and connect to the internet.
- Dress as you would for an in-person visit with your provider(s).
- Have a comfortable place to sit that allows you to easily see, be seen, and focus on the visit. Sitting at a desk, table, or on the floor facing your device with camera at eye height is ideal.
- Check lighting: Make sure you can be seen and that there is not a glare coming from uncovered windows/doors.
- Turn off phones, TVs, radios, or other auditory/visual distractions.
- Remove other items that may be distracting.
- Notify other family members that you will be having the appointment. Post “Do Not Disturb” signs, if needed.