

# Preparing for your Telemedicine Visit

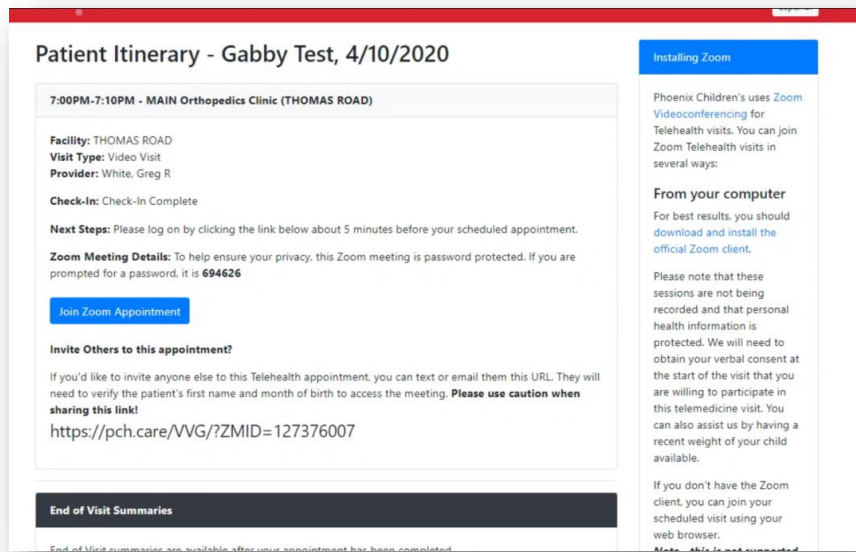
Phoenix Children's Hospital now has the ability to offer telemedicine to our patients and your appointment has been converted to a telehealth visit using the ZOOM platform.

Please note that these sessions are not being recorded and your personal health information is protected.

On the day of your appointment, you will be sent an email and text message that allows you to directly link to your appointment. Once you receive it, you will click on that link 15-20 minutes before your appointment time to start with the check in process. It will request your information and some identification questions for your child. Please assist us by having a recent weight of your child available.



Once you have registered, you will see your “Patient Itinerary” that gives you the unique meeting ID for your appointment. You will notice on the right hand side it provides you with instructions on using the ZOOM platform with troubleshooting links if you need additional help. It would be helpful to install the official Zoom client ahead of time (<https://zoom.us/>)



## Preparing for your Telemedicine Visit

Please read the following in preparation for your Dermatology telemedicine appointment to ensure an effective visit with your child's provider:

1. Download the Zoom application on your phone or computer prior to your visit.
2. Send current photos of the affected area – the condition your child is being seen for – to the [derm2@phoenixchildrens.com](mailto:derm2@phoenixchildrens.com) email box.
3. Write down any questions you may have for your provider before the visit and have them ready.
4. Have any health care information pertinent to the appointment with you. This may include names of other providers involved in your child's care, any imaging done outside of Phoenix Children's Hospital, speech reports, etc.
5. Please be sure to minimize distractions and dedicate the time to your child's appointment.
6. Please have the child with you during the visit. The provider will be conducting a video assessment.
7. Make sure you are in an area of your home that is quiet and has good internet connection when starting the visit.
8. Ensure that there is adequate overhead lighting and avoid having a window in the background. Facing a window is best. This will help minimize shadows and will assist the provider with their assessment.
9. Be sure to connect to audio once you enter the visit. Phone audio tends to have better clarity than a laptop or computer.

We look forward to seeing you and your child for your upcoming appointment! Please call our office if you have any questions prior to your telemedicine visit at (602)-933-0895.