



Tips for a Great Telehealth Experience

1. **Please log in 5-10 minutes before your appointment so you can make sure everything is working.**
2. **For rashes and young kids we recommend using a phone.** The images are better and we can more easily see the throat or a runaway toddler!
3. **Please refrain from eating and drinking** during the visit.
4. **Please make sure your child is available** to examine during the visit.
5. **Please have ready your preferred pharmacy, child's weight, and temperature if applicable.**
6. **Trouble shooting tips:**
 - **Restart your computer before a call.** Other software might be using computer power or interfere with your video or microphone. Restarting your computer will assure your computer is ready for video.
 - **Use fast internet with ethernet cable.** Video quality adapts to internet speed, so the faster your internet connection, the better the video quality you will experience.
 - **Use a newer computer with plenty of speed.** Sending and receiving video takes a lot of computer power. Old or slow computers will have a harder time processing the video, which can cause choppiness.
 - **Use low resolution.** If you are experience poor quality, try lowering the resolution. By doing this it requires less bandwidth and computer power, resulting in less choppiness during your call.
 - **Use headphones if you are hearing an echo.** Typically your computer will automatically eliminate echo or audio feedback so you don't hear yourself talking. But if it happens, have the participant and the provider use headphones.