



Frequently Asked Questions – Telehealth Visits

Planning a telehealth visit may bring up things you would like to ask. Here is a list of the most frequently asked questions about telehealth visits.

Will telehealth replace all my in-person visits?

While some families and providers choose to use telehealth as their primary connection for early intervention, telehealth will not be an all or nothing approach. It's a great way to connect when a child or provider is sick, when road conditions are bad due to weather and/or during times where we are unable to conduct in-home visits.

Can an interpreter come to our telehealth visits?

Yes. Interpreters can be connected via teleconferencing technology. If you are in need of an interpreter, inform the provider before the visit.

What do I do when a connection is garbled or breaking up during an appointment?

The best approach is to disconnect and try again rather than spend session time discussing how the connection is breaking down. The provider can connect with you at a later time to review strategies and schedule another visit.

What can I do if I'm uncomfortable using technology?

If you are nervous about doing telehealth services or are not comfortable with technology, know that your provider will offer help. You can also have a practice session prior to getting started with your telehealth visit. Another thing that often helps is to try FaceTime or Skype with family or friends before you start telehealth to get used to how the technology works.

What if my other children interrupt our session?

One goal of early intervention is to have families be successful in their home environments. Siblings and other family members are a real part of your home environment. Work with your provider to see how your other children can be incorporated into the sessions so that they are helping with the goals too.

What if my child is crying and/or misbehaving during the session?

Behavior issues can be hard whether the session is in person or virtual. During telehealth, the provider is not going to be able to provide hands-on help or distractions, but he/she will be able to walk you through the behavior with ideas or strategies. This will help you to be able to get through hard situations on your own in the future.

Providing telehealth visits allows your services to continue during the COVID-19 Pandemic, while protecting your child's and family's health. For more information about the Birth to Three program, or to schedule a telehealth visit, call Birth to Three at 414-289-6799.