

Milwaukee County

**Birth to 3** 

Program

# Telehealth Toolkit

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# Milwaukee County Birth to 3 Program

## What to Expect During a Telehealth Visit

To protect the health and safety of you, your family and Birth to Three staff during the COVID-19 pandemic, we are offering visits with Early Interventionists via telehealth. This means visits take place online, and you can use a computer, smart phone, or tablet. Here is what you can expect during your telehealth visit:

- **Before the visit**, you and your Early Interventionist will have a telephone call to discuss the goals for your upcoming visit. You will have the opportunity to provide more information about your child's development and to ask any questions.
- **During the visit**, your Early Interventionist will be on camera in the background as you work with your child. They will be providing suggestions, guidance and feedback throughout the visit.
- **At the end of your visit**, you will have the opportunity to ask any questions. You will also have the opportunity to schedule your next visit.
- **After your visit**, reflect on how it went and what you would like to do differently next time. While at home with your family, between visits, do your best to follow the suggestions your Early Interventionist gave during your time together.

Providing telehealth visits allows your services to continue during the COVID-19 Pandemic, while protecting your child's and family's health. Visits could also occur in person on a limited basis, depending on staff availability and on your family's preferences.

**For more information about the Birth to Three program, or to schedule a visit, call Birth to Three at 414-289-6799.**



## Telehealth Visit Preparation Tips

Individual preparedness and being on the same page with your Early Interventionist are both important aspects of having successful telehealth visits. Here are some tips so you can plan ahead and be ready for your next telehealth visit.

### 1. Decide on a time that works best for you

- Be sure everyone in your house knows that you will be on the phone and for how long
- Plan with your EI provider on how often you will meet remotely
- Talk about what you will work on during the call
- Discuss what the visit will look like

### 2. Prepare your environment

- Choose an optimal room in your home based on the planned activity
- Have materials available for the activity that was determined by you and the provider at the previous session during joint planning
- Silence phones that may interrupt
- Turn off TV's, radios, and other auditory/visual distractions
- Identify the exact time the virtual visit will begin and end

### 3. Prepare your equipment and connection - if you are using video

- Ensure that your device is charged and ready to go
- Make sure the camera and microphone are connected and working
- Discuss with the provider what virtual platform will be used, troubleshoot any questions on connecting/email prior to visit
- Run a test, if needed
- Check your internet connection to make sure you have a strong signal
- Have a cell phone or other number for the provider if available if an internet connection cannot be made

### 4. Ending the Session

- Ask any questions about the strategies that were practiced or discussed
- Discuss any problems with the connection
- Determine the date and time of the next virtual visit
- Hang up or close/log off the virtual platform

It is our hope that these tips will help you and your child enjoy successful telehealth visits. 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.



## 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.

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