

VIRTUAL VISITS GUIDE FOR MILTON PEDIATRICS FAMILIES

In order to limit the risk of exposure to illness and to promote social distancing, we are using secure telemedicine technology to do many of our visits virtually. If you have an upcoming virtual visit with one of our physicians, please read through this document prior to the appointment visit in order to get the most out of the experience. We will be transitioning many typical in-office visits to virtual visits, so please call if you are having any health concerns and we will be happy to set up a visit to best address your needs.

Technical Logistics

We utilize a secure, HIPAA compliant interface for your visit. Instructions for logging into your appointment will be reviewed at the time of booking. Please be available and logged in prior to your scheduled time, and your physician will initiate the video visit as soon as he or she is available. It is optimal to be connected via reliable WiFi or ethernet connection; however cellular signal may also be used. **Please turn off any other apps or programs, and minimize the use of other devices in the home during the visit (especially streaming services).** This should help to preserve bandwidth for the best connection. If there are still technical issues achieving a video connection, your physician will troubleshoot these with you, or may call your phone to conduct the visit.

Equipment and Physical Needs Checklist

- Laptop/desktop with webcam, or smartphone/tablet with camera
- Quiet space with good lighting
- Scale and measuring tape (especially for routine well visits)
- Flashlight to assist in examining the eyes and mouth
- A thermometer if sick

Privacy Issues

Just like in-office visits, we take your privacy seriously. We ask that only essential household members be in the room. For our adolescent patients we may ask the parent or guardian to excuse themselves for portions of the visit; please be sure there is a private space available for the patient in these cases.

User Experience

This is an evolving process for us, and we want to know how your experience is. Please feel free to “wrap up” your session with any impressions you have (positive and negative) so that we can work toward improving our virtual care program in real time.

Thank you for your patience and understanding during this time!