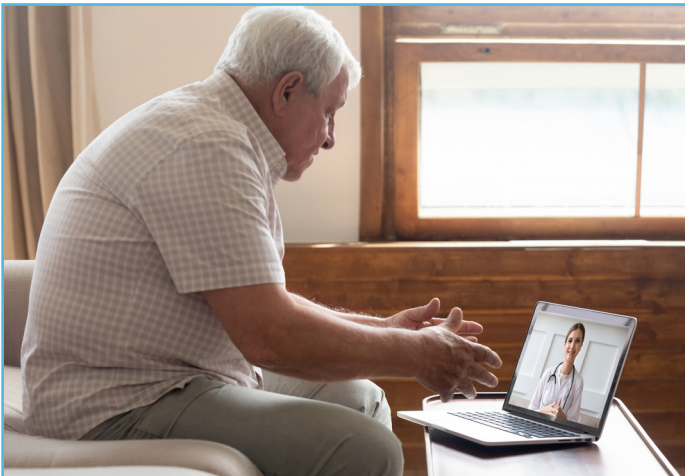


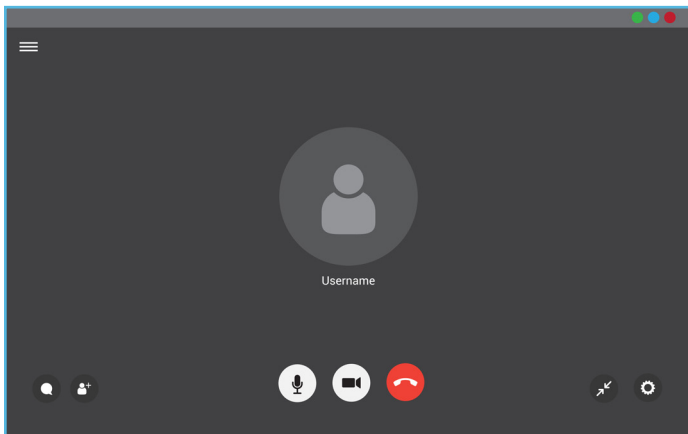
Telehealth Visual Story

Telehealth Appointment

Today I have a telehealth appointment. It can also be called a telehealth visit. The doctor or nurse will see me over a screen instead of in person. This might be because of the risks of getting COVID-19 or because it is easier for my family to have a telehealth visit. I will still prepare for this visit by thinking about what I want the doctor to know. I will also try to follow the doctor's directions during the visit and afterwards.



Problems with Telehealth



When I log on, I may have to wait for the doctor or nurse, even if I log on at the right time. That is because they are seeing a lot of patients and sometimes extra time is needed to give the needed care. That is okay! I also want time for the care I need. In order for my telehealth visit to work, my device

needs a good internet connection, a working camera, and a working microphone. If those things are not working, the telehealth visit may get interrupted. That is okay. If that happens, we can try again or call the doctor until it works.

A Doctor's Visit



Sometimes a telehealth visit cannot give the doctor or nurse all of the information that they need. In that case, I may still need to go see a doctor or nurse in person. That is okay. I need to take care of my health.