



Kennedy Krieger Institute

# Preparing for Your Telehealth Appointment

We're excited to welcome you to your first Kennedy Krieger Institute telehealth appointment! At Kennedy Krieger, telehealth appointments may be scheduled in addition to in-person appointments, or they may replace your in-person appointments altogether, based on what you and your clinician feel is best for you.

Kennedy Krieger uses a secure video-conferencing service called Zoom for telehealth appointments. To access Zoom, you'll need:

1. A desktop or laptop computer, a tablet, or a smartphone with a camera and microphone
2. Connection to the internet
3. Access to email, so we can send you a link to click on shortly before your telehealth appointment begins (in some cases, we can text the link to you)

Before your first telehealth appointment, your clinician will email you a Zoom link. If you're using a computer with a camera, simply click on the link, and you'll be connected to your clinician—it's very user-friendly. You'll use this same link for recurring telehealth appointments (unless we send you a new link). Just open the original email from your clinician, and click on the link to begin your appointment. If you're using a tablet or smartphone, you'll need to download the Zoom app ahead of time and create a free account.

You and your clinician will exchange phone numbers in advance, in case one of you has difficulty connecting or your connection is interrupted. At the beginning of your appointment, your clinician will ask you where you are (in case of emergency), who is near you, and if you give your permission for anyone near you to hear anything said during the appointment.

Please let your clinician know if you have any questions. If you need to reach your clinician, call the number for the Kennedy Krieger clinic providing your services, or call the main line at **443-923-9200**.

If you need assistance setting up or using Zoom, call our Telehealth Help Line at **667-205-4700**.

## **Tips for a Successful Telehealth Appointment**

- Privacy is important. Try to be in a private area within your home during the appointment.
- Choose an area with a good internet connection.
- Choose an area with few distractions—turn off phones, TVs and radios, and remove other items that may be distracting.
- If possible, wear headphones, so others won't hear what your clinician says.
- If your clinician doesn't feel they can provide good care due to distractions or lack of privacy at your location, your clinician may choose to reschedule the appointment.
- Your telehealth appointment cannot take place while you're in a moving vehicle. If you're in a vehicle for your appointment, it must be parked and you must let your clinician know where you're located.



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- Pick a comfortable place to sit where you can easily see your screen, and easily be seen by your clinician, and focus on the appointment. Sitting at a desk or table, or on the floor facing your device with the camera at eye level, is ideal.
- Be sure your camera is on during the appointment.
- Check the lighting: Make sure you can be seen, and that there's no glare.
- Dress as you would for an in-person appointment with your clinician.
- Notify your family members that you'll be having the appointment. Put up a "Do Not Disturb" sign, if needed.
- Kennedy Krieger clinicians may not be able to see you via telehealth if you aren't in Maryland. If you're leaving the state—even temporarily—and want to continue telehealth appointments, please let your clinician know in advance so they can determine if they can continue to offer telehealth appointments to you while you're not in Maryland.