

Patient Information Guide for Telemedicine Services

Tips for a Successful Telemedicine Video Visit

- **Check your internet connection** (Can use www.speedtest.net need at least 5 Mbps Upload speed for adequate video connection, if <5 see Troubleshooting section)
- **Test Audio/Video on Clocktree.com** (click on person icon and select Test Audio/Video)
- **Check your child's vital signs**

Weight- Patients 18 months and under need to be **completely** undressed.

Patients 18 months and older can be dressed but weighed without shoes.

Temperature- Patients 1 month and under need a rectal temp.

Patients 1 month and older, please record how the temperature was taken and **DO NOT** add or subtract a degree.

Heart Rate-

count pulse on wrist or neck for 30 seconds and multiply by 2

or can use fitbit or apple watch if available

For more information check out:

<https://www.rchsd.org/health-articles/how-to-take-your-childs-pulse/>

blood pressure on patients with headache and ADHD f/u (if BP cuff available)

oxygen level if any breathing problems (if owlette or pulse ox available)

- **Dress appropriately for the visit:**

infants undressed to diaper

older kids in clothing where it will be easy to lift or remove to completely view chest and belly and any other areas (rashes etc) that need to be examined

- **Take still pictures** to share during visit of any specific exam finding (back of throat/rash to evaluate (if using a laptop make sure image is downloaded to computer)

- **Write down problems and questions ahead of time**

- Check your lighting, be aware be aware flashlight on smartphone will not work while streaming video, may need to have separate light source

- Minimize distractions:

Find a quiet, private location if possible

Have a trusted assistant if necessary for visit to supervise other children

- At time of visit appointment make sure you are **logged on to Clocktree.com** and click "Join" when doctor calls.

Telemedicine involves the use of electronic communications to enable health care providers to share individual patient medical information, for the purpose of improving patient care. The information may be used for diagnosis, therapy, follow-up and/or education, and may include any of the following:

- Patient medical records
- Medical images
- Live two-way audio and video
- Output data from medical devices and sound and video files

Electronic systems used will incorporate network and software security protocols to protect the confidentiality of patient identification and imaging data and will include measures to safeguard the data and to ensure its integrity against intentional or unintentional corruption.

Expected Benefits:

- Improved access to medical care in the home setting.
- More efficient medical evaluation and management for conditions that do not require tests to be run.

- Providing medical care without exposure to others during coronavirus pandemic

Possible Risks:

As with any medical procedure, there are potential risks associated with the use of telemedicine. These risks include, but may not be limited to:

- In rare cases, information transmitted may not be sufficient (e.g. poor resolution of images) to allow for appropriate medical decision making by the physician and consultant(s);
- Delays in medical evaluation and treatment could occur due to deficiencies or failures of the equipment.
- In very rare instances, security protocols could fail, causing a breach of privacy of personal medical information.

Scheduling your Telemedicine Appointment

- A Pecan Tree Pediatrics staff member will contact you with an available appointment date and time
- Update insurance and contact information, telehealth visit will be billed to insurance if applicable
- Copay, if applicable, is due at the time of scheduling,
- An email will be sent with an invitation to join clocktree.com, please click on the invitation and complete your family's profile

Simple Steps to connect with Pecan Tree Pediatrics for your telehealth visit

- Accept the email invitation from **Clocktree.com** and set up your free account
- **You must have a connection to the internet**, hardwired internet or Wi-Fi connection. Clocktree will work on any computer device with internet access and a camera, including smartphones and tablets.

On all devices, use the most recent version of your browser to access Clocktree.

- **Use the latest version of the recommended browser for your device.**

iPhone/iPad: Safari browser (iOS 11 required)

Android phone/tablet: Google Chrome browser or default device browser

Macbook or iMac: Chrome, Safari or Firefox browser

Windows desktop or laptop: Chrome, Firefox or Edge browser

- **Test your connection.** Make sure to give permission for clocktree to access camera and microphone. There is a 'Test Audio/Video' function available under your account menu. Make sure you've given Clocktree permission to use your camera and microphone and that everything is connected correctly. If either the audio or video test fails, the best remedy is to restart your computer. That will reset the camera/microphone permission.

- **Be logged into your clocktree account at your appointment time.** As soon as the doctor is available, you will hear a ring sound and will see a popup asking if you are ready to join the appointment. Click "Join" to be added to the appointment room where you'll be automatically connected with Pecan Tree Pediatrics.

Troubleshooting:

The video freezes sometimes. What should I do?

First, check to make sure all parties are using the most recent version of their browser. Video freeze may be an indication of insufficient network bandwidth. If it's persistent, you or your client might need to move to a different location or connect your computer via Ethernet cable instead of WiFi. To test your network speed, visit speedtest.net. We recommend at least 1 MBPS on both download and upload to use Clocktree. If your video freezes or there is an echo sound, click the 'Reconnect' button in the upper right in your Clocktree appointment room to refresh the video connection.

The video and audio are out of sync or there is an echo. What should I do?

Click the “Reconnect” button in the upper right corner of your video appointment window. It’s directly under the “End Call” button. If that doesn’t correct it, ask your client to do the same.

My upload speed is < 5 Mbps.

Turn off other devices using Wifi to prioritize the telehealth connection

Restart your computer to clear competing tasks

Check if smartphone connection is better with Wifi on or off

Switch to a laptop with ethernet cable if available