

Virtual Care (Telehealth) Preparation

What is Virtual Care?

Virtual Care seeks to improve a patient's health by permitting two-way, real time interactive communication between the patient, and the physician or practitioner. This electronic communication means the use of equipment that includes, at a minimum, audio and video.

Will my insurance cover the visit?

Medicaid and most commercial plans cover virtual care appointments. Co-pays would be the same as an in-person clinic visit. Contact your insurance provider to ensure coverage.

Are Virtual Care visits private?

Yes, Virtual Care visits are performed using HIPAA compliant video software that is encrypted.

How do I schedule a Virtual Care visit?

Contact your provider or clinic to see if they offer Virtual Care visits.

What devices do I need to participate on a Virtual Care visit?

You need a device with a working camera, microphone and speakers or headset. A Smartphone or tablet (mobile device) is preferred. A laptop computer may be used, but is not recommended.

Note: The laptop app will not work on Chromebook.

How do I connect to the appointment?

Appointment information can be found on your MyChildren's Portal account. The link (**Join Now**) will be available in your Telehealth Appointment 30 minutes prior to your appointment time.

If you do not have a MyChildren's Portal account, you will receive an email from Amwell within one day of your appointment that includes the video link. Click on the video link 10-15 minutes prior to your appointment.

What type of internet service or data plan will I need?

Broadband or WiFi is preferred. Cellular is not recommended. It can be an option if you have unlimited data plan, but quality of video/audio is unreliable.

Will my computer be fast enough?

You should perform a test call to ensure your device will be able to have a successful visit.

Will the Provider have all of my medical information available?

Your provider will have all of the medical information available to them that is documented in Children's Electronic Medical Record.

Can I participate in the virtual visit from other locations than my home?

You **MUST** be in a private location during the visit. Your home is the preferred location. If you are interested in having a visit in a location other than your home, please contact your provider.

Please notify the clinic if you will not be in Minnesota during your virtual visits as there are restrictions in being out of state.

For more information and detailed instructions please go to

<https://www.childrensmn.org/services/virtual-clinic/> and select your clinic.