

Attending your child's video appointment

A telehealth guide for families



Step 1: What you will need

Computer, laptop, tablet or smartphone with web-camera, speakers and microphone (these are often built into devices)

Internet connection and web browser

Plain coloured mat or blanket and your child's favourite toys

Paper and pen to take notes if needed

Telehealth instructions provided by your health professional.

List of any questions or concerns to discuss



Your contact phone number

We recommend having 2 adults present if possible

Step 2: Getting ready

Set up in a warm, quiet, private & well lit room

Set up camera with any natural light (e.g. window) behind it



Lay the mat or blanket on the floor

Check you and your child are both in camera view

Place toys within easy reach

Undress your child. Keep their nappy/diaper on



Step 3: Connecting

Follow the telehealth instructions to connect a few minutes before your appointment time

Check the connection with your health professional

"Can you hear me?"
"Can you see me?"



Provide your phone number in case the connection fails

Confirm your child's name and date of birth

If you get cut off and can't reconnect, wait for a phone call from your health professional



Please note that to protect the confidentiality and privacy of all those involved in your telehealth appointment, you or your health professional are not permitted to record the session



Setting up your camera and checking you and your child are both in view takes time. If you don't have a tripod, you can create these phone holders using a bag of rice or a paper cup with the top cut out. For other ideas on how to create your own camera holder google 'DIY phone holders'.

For questions regarding your child's video appointment contact:

