

Virtual Visits: Providing world class pediatric care in the convenience and safety of your home

“Meeting with our doctor virtually was just the same exceptional care as in-person; without the traffic, parking and waiting!” (Patient Parent, 2020)

Virtual Visits connect your family directly to your doctor using videoconferencing technology (similar to FaceTime or Skype) using any smartphone, tablet, laptop or PC equipped with a microphone, camera, and internet access; allowing you to receive the care you need right from home, school – or another convenient location.

Virtual visits are similar to face-to-face visits – the provider will introduce themselves; review the symptoms, answer questions and discuss next steps. This overcomes challenges to accessing healthcare

caused by distance, reliable transport, lack of available providers or - as is currently pertinent - a desire and need to avoid clinical settings due to fear and risk of infection.

Virtual Visits have been shown to increase efficiency, engagement and satisfaction in healthcare while also decreasing costs. In California, parity laws require insurers to reimburse at the same rate as in-person care and, aside from controlled substances, prescriptions can be given in the same way as in-person visits.



How do they work?

It's simple, there are 5 key steps similar to an in-person appointment:

1. **Scheduling:** Schedule your appointment as usual; ensuring that you provide your best email address as this is where the information for your appointment will be sent.
2. **Pre-appointment:** You will receive pre-appointment reminders with a link/URL to access your *Virtual Visit* and a link to helpful FAQs and instructions to help you join
3. **Practice:** If it's your first time, check that you have a working microphone, camera and internet connection you can use in a private place.
4. **Joining the Appointment:** Join the *Virtual Visit* by following the link you have been emailed.
5. **Appointment:** During the appointment your doctor will follow the typical routine. Introducing themselves (if you are a new patient), reviewing symptoms, sharing additional information or test results on their screen, answering questions and discussing next steps.
 - a. **Payment:** *Virtual Visit* reimbursement varies by location, services payers. In general: National payers (e.g. United Healthcare) follow Medicare guidelines

For additional questions about providing Virtual Visits please email Felicia Hoodbhoy fhoodbhoy@chla.usc.edu