



Telehealth Virtual Visits: See Your Child's Provider From Home!

We are excited to offer this convenient and safe option so that you can continue receiving the high-quality personalized care you expect from Wayzata Children's Clinic.

All you need is a device such as an internet-connected smartphone, tablet, or computer with camera, and your Provider can video conference with you to create a plan of care just like in the clinic.

What types of visits can be done via telehealth virtual visits?

Visits for illness, behavior, mental health, medication management, rashes, lactation follow up and more may be completed via telehealth. Additionally, your provider can discuss concerns for COVID-19 too, for example, determine whether an in-person clinic visit is suggested.

Are there visits you cannot do over telehealth?

Yes. However, if possible, we will try to treat your child without having an in-person visit. If your provider recommends an in-person clinic visit to examine your child, we will coordinate with you carefully. If a telehealth virtual visit results in an in-person clinic visit, you will receive only one office visit charge for the time spent.

What do I need for a telehealth virtual visit?

An internet-connected device having a camera such as a cellular smartphone with data capabilities, a tablet (e.g., an iPad), or computer is required for a telehealth visit. After your telehealth virtual visit is scheduled, you will receive verbal instructions from your scheduler outlining how to easily connect with your provider at our virtual waiting room. No downloads or accounts are required.

If your telehealth virtual visit is for an illness, try to have a flashlight available to assist your provider in assessing your child's mouth and throat, if needed. A thermometer and home scale are also useful to have on hand.

Can you help me if I am having technical problems?

Yes! Avoid common issues by:

- allowing camera and microphone access if a "pop up" appears
- using Chrome, Firefox, or the most recent Safari as your internet browser
- If using a mobile device, use a wifi connection instead of a data connection

If needed, we can connect via phone to provide other specific assistance.

What should I do at my telehealth virtual visit appointment time?

Our schedulers will provide the website address for our virtual waiting room, where you can check in at your appointment time. If your provider does not see that you have checked in, you may receive a text or email invitation.

Will I be charged for this visit?

Just like an in-person clinic visit, a charge will be sent to your insurance. Most insurance carriers are covering virtual visits, but we encourage you to check your coverage to be certain.