



## How to Have the Best Pain Management Video Visit

We very much enjoy seeing you by telehealth when the pandemic otherwise keeps us from getting together in person! Here are things to know that will help make visits the best experience possible and help you to get the most out of them:

1. New visits: please allow 2 ½ hours
  - Please feel free to have a drink or small snack available if you want
  - New visits have 2 parts and sometimes there is a short break in-between. Please do not hang up!
2. Follow-up visits: please allow 30 minutes.
3. Please log on and be ready to start the visits on time. Late log-ons may result in a shortened visit or visits to be rescheduled.
4. The connection will be best if no one else in the home is using the WIFI at the same time as the visit.
5. The patient needs to be present for the entire visit, unless specially arranged with the provider.
6. Visits need to be conducted from a place that is quiet, safe, and private.
  - Visits will NOT be conducted in a car, even if parked. Calling from a car will lead to the visit being rescheduled.
    - o If you need to be in a car to have the visit, please call the office a few days before the visit to discuss it. There may be RARE exceptions to this rule.
  - Your provider may do an exam, so please have your child wear clothing that allows the painful parts to be examined; for instance a short-sleeved shirt and shorts. Make sure there is space to move around and walk a short distance during the visit.
  - Phones and other electronic devices should be put away before the visit and are NOT allowed to be used during the visit except if needed to actually have the visit.
7. Recording the visit is not allowed.
8. If you would like to send any information or pictures to the care team, please send them BEFORE your visit so we can look at them before or during visit. Information or photos can be sent through MyChart.
9. Missed telehealth visits will be counted as no-shows and will be treated the same as missed in-person visits.