

Telehealth + CHILDREN



FREQUENTLY ASKED QUESTIONS

What is telehealth?



Telehealth is a tool in which medical visits can be conducted over video, phone, and other forms of electronic communication between providers, like doctors or therapists, and patients. With telehealth, you can have a visit with your child's health care provider without having to go to the doctor's office

or clinic. Telehealth can help families get care at all times, but is particularly valuable during the COVID-19 pandemic. Additionally, some familiar community settings like schools or Head Start centers can use telehealth to help your child get health care.

With telehealth, get quality health care virtually while social distancing and limiting your exposure to others.

How can I use telehealth to get health care for my child?



Call your child's provider or your local community clinic to ask if they are offering telehealth visits for children during this time. When you schedule an appointment, they should provide instructions for logging on, or if you need to download a mobile application on your phone before the appointment. You can also ask your provider if they are offering telehealth visits for mental health or dental care.

Does my child's health insurance pay for telehealth?



Yes. All California health plans are now offering health care via telehealth. The state of CA has a webpage where you can search to find your health plan's website and telehealth services. If you have Medi-Cal, you can also call Medi-Cal's member helpline at **(800) 541-5555**. If you have another health plan, you can call them directly or contact California's health plan help center at **(888) 466-2219**.



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Can well-child visits be conducted over telehealth?



Caring for your child's health during this time is important!

Well-child visits are health visits that check up on a child's health to make sure they're growing and

developing well. The American Academy of Pediatrics (AAP) Bright Futures schedule recommends how often infants and young children should visit the doctor for regular check-ups and immunizations. The AAP recommends that most well-child care take place in-person, whenever possible. However, during COVID-19, most providers are conducting parts of the well-child visits using telehealth, and then scheduling brief in-person visits for vaccines and other components that need to be done in-person. Check with your provider about the steps they have taken to protect your and other patients' safety during this pandemic and how to prepare for the visit.

How can I get telehealth care in my primary language? Can I ask for an interpreter?



All health plans in California must provide language assistance services. Medi-Cal is required to provide language assistance at no charge to you and your family, including during virtual visits. Using the online Medi-Cal provider

directory, you can find providers that speak a language other than English, but you also can request an interpreter in advance of an appointment with your provider.



Interpretation will take place much like it does in person, except that the interpreter will call or log into the appointment separate from the health care provider. You can ask your provider team how you can get an interpreter/translator

to join the appointment, or receive instructions in other languages. In many cases, families have successfully been able to have interpreters join video visits.

How do I prepare for a telehealth appointment?



If you have a phone, tablet or computer, you can have a telehealth visit! Ask your provider if you will need to download or log in to an app before your visit. Every provider is different. It can be helpful to ask your clinic or provider team if they can help you get ready for the visit and make sure your connection works.



Since you and your child will have limited time talking to your provider, be prepared. It is good to have notes ready before your appointment starts.



When you log or call into a telehealth appointment, you may need to wait in a virtual waiting room, and the health care provider may give you a window within which your appointment will begin.



Teens may be able to have their visit in a private location, depending on the type of service provided. Info about minor consent at: www.teenhealthlaw.org/consent



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