

Dysphagia Telehealth **Pediatric Caregiver** Instructions

Getting Started

Download the application for the specific telehealth platform onto the device you will be using.

EXAMPLE USING ZOOM PLATFORM:

Download the Zoom Client for Meetings application onto your computer using this link:

<https://zoom.us/download>

You can join a Zoom Test Meeting to familiarize yourself with Zoom before your first therapy session using this link <https://zoom.us/test!>

How To Connect With Us

Connecting to the Meeting

Make sure you are connected to the Internet and have a good connection.

If other people in the household are connected at the same time, ask them politely to disconnect for the duration of the therapy session to help improve the connection.

Open the Zoom desktop client.

Join a meeting by clicking "Join a Meeting".

Enter the Meeting ID number that was provided by the clinician and if you are not signed in, also enter the Display Name.

Connect your audio and video and click Join.

How Should I Set Up For My Child's Therapy Session?

Set-up your Space

To the extent possible, make sure you are in a private and quiet room without distractions.

Set your computer up on a table or desk so the camera is level with your child's face when they are sitting in a chair or highchair facing it directly.

Position the seat so your child is comfortably sitting upright at 90-degrees facing the computer/camera straight-on.

If possible, make sure your child is positioned so they have a wall behind them instead of a window or open doorway.

Turn the lights on in the room. For best lighting, so your clinician can see your child well, try not to sit directly under an overhead light or have the light directly behind them. (You may want to shut the blinds too).

What to Bring to your child's Session

Water, formula, or other liquid your child drinks (prepared to recommended liquid consistency). Place the liquid in your child's typical drinking vessel. Other drinking vessels as specified by your clinician.

Foods needed for the evaluation or therapy session as specified by your clinician.

Your child's typical utensils, straw, gloves, napkins, and hand sanitizer.

The Parent/Caregiver Facilitator – You May Be Asked To Help!

The clinician providing the therapy session may direct you as the caregiver to help out during your child's evaluation or during therapy sessions depending on your child's developmental level. The clinician will provide you with detailed instructions on what to do, where or when to touch your child's face, or when, what, and how to feed your child (if necessary). Do your best and please ask questions if anything is unclear!

When Should I Participate or Intervene?

If our connection is interrupted, please let the clinician know via phone call or email (provided at the bottom of this instruction sheet). Then disconnect from the session by clicking "end call". Try to reconnect following the steps outlined in the "How to connect with us" in the first page of this handout. You should stay on the phone with the clinician while you try to get reconnected so that they can provide troubleshooting help in real-time.

The clinician will provide you and your child direct and clear instructions on what they would like you both to do; however, you **SHOULD** intervene if the **child is choking (perform the Heimlich maneuver, provide CPR, and/or call 911)**. **This is extremely rare and we will take all precautions to minimize this risk.**

Technical Assistance

Clinician phone number: _____

Clinician email address: _____

Zoom Technical Assistance Phone Number: 1.888.799.9666 ext 2

Zoom Platform Technical Assistance Support Web Address: <https://support.zoom.us/hc/en-us>

What Do I Do If There Is An Emergency?

In case of emergency, the caregiver should call 911!

Additional emergency contact information:

Provider Facility's Phone Number: _____

Local Hospital Phone Number: _____

Local Urgent Care Phone Number: _____

Family's Emergency Contact: _____

Family's Home Address: _____

Family's Phone number: _____