

Waukesha Pediatric Associates is happy to announce the ability to do virtual telemedicine visits!

Virtual visits will be used during these challenging times, when leaving the home is not recommended, in place of in office visits during regular business hours. These visits will be billed to your insurance just like an in office visit would be.

To request a virtual visit there are two options:

- 1) Send a virtual visit request via MyChart
- 2) Call our office at 262-542-2536 to speak with one of our schedulers.

When the appointment time has been set up, you will receive a web address link to the assigned doctor's virtual waiting room.

Prior to taking part in your first virtual visit we recommend exploring the link early and making sure your computer's web camera and microphone are enabled. A cell phone with camera is also a great option.

Several minutes before your scheduled appointment time, you should use the link to the doctor's virtual waiting room, which then allows the doctor to see you are ready for the visit.

When the doctor is ready, he or she will start the video visit!

Prior to the visit it is recommended that parents:

- weigh the child
- take the child's temperature
- have a flashlight available for better visibility for physician if needed
- write down questions, symptoms (how long, getting worse or getting better, how are they affecting eating/sleeping/mood/etc)

A great post to view in preparation for your first virtual visit can be found here:

<https://keepkidshealthy.com/2020/03/22/telemedicine-for-parents-and-pediatric-providers/>

Note: While many issues can be handled well via virtual visits, there will be times during a virtual visit that it will be decided that an in office visit is medically necessary in order to do a thorough physical exam.