

Children's Hospital Colorado Telehealth Program

The Children's Hospital Colorado Telehealth Program provides medical care for patients at many places in Colorado and beyond by using video-based technology. This helps you get care from our medical providers closer to your home.

Who provides the care?

All of our telehealth medical providers work for the University of Colorado School of Medicine or Children's Hospital Colorado. Medical regulations and laws that apply to in-person care also apply to telehealth visits, and we ensure that our telehealth medical providers meet these standards. In some cases, medical staff who work for a clinic or hospital near your home will help us during the video visits. We also make sure that they have the training that they need to use our technology effectively.

How will my privacy be protected?

The system you are using is encrypted and meets federal HIPAA standards about the transmission of private health data. You have a right to privacy and it is important that you think about who else might be in room with you during the telehealth visit and whether you want other people present. If you are at home or in a public place, please be aware that other people in your room may be able to overhear your visit. On our end, our providers will tell you if anyone is with them that you can't see. Our providers will not work out of "unsecure" areas like coffee shops where non-medical people could overhear your visit. If you do not want someone to be present at your location or the provider's, please let us know. We ask that you tell our providers if anyone is present on your end but is off-screen because of your camera's angle. We do not record any telehealth visits except in unusual circumstances such as research studies, and will get your permission before any recording occurs. We also expect that you do not make a recording of the visit on your end without your medical provider's permission.

How does a telehealth visit work?

Telehealth uses state-of-the-art technology to safely and securely provide medical care from a distance. The basic telehealth equipment includes a TV or computer screen, speakers, microphone, and video camera. Medical providers may also use other equipment including digital stethoscopes to listen to the heart and digital otoscopes to look in ears (if appropriate and available). We have tested all of our equipment to make sure it provides the information that the providers need to take care of you. Some visits are also done using tablets or smartphones.

What happens during a telehealth visit?

The provider can see and hear you during the whole visit. You will see the provider on most of the video screen. In one corner of the screen, you can also see the picture of yourself that the provider is seeing. Or if you prefer, we can close that box so that you only see the provider. Please feel free to move around during the visit. However, if you are moving around a lot, it can cause some blurring or delay in the picture. Also, please remember that your provider can only hear and see you when you are in range of the camera and microphone. You will be able to talk to your provider in real time with no delay. If an emergency or life-threatening problem occurs during your visit, the medical staff at your location will provide assistance and/or call 911, depending on the resources they have. If you are at non-medical location such as your home, your provider will tell you to call 911 and stay on the video connection with you until help arrives.



What are the benefits of telehealth?

Benefits of telehealth include the ability to access University of Colorado School of Medicine and Children's Hospital Colorado providers without needing to come to the same physical location as the provider. This saves both time and money. Another benefit is the ability to actively involve your local provider in health care discussions through video conferencing.

What are the limitations of telehealth?

We don't know all of the limitations of telehealth yet because the technology is changing so quickly. However, some providers believe that the technology may be less useful in certain medical situations compared to traditional in-person visits (for example, children who can't speak and children who need certain types of exams). We only offer telehealth services that we believe are appropriate for the technology. We also do trial runs before offering new services to make sure that we are offering high quality care.

Will my insurance pay for a telehealth visit?

Insurers generally cover outpatient telehealth visits in places where we offer this service. However, we can't guarantee that your insurer will cover the visit. If you have any concerns, please talk to your insurer before your telehealth visit to avoid surprises. Telehealth services for patients in a hospital or ER will either be covered by the hospital or billed to you/ your insurer. Please ask the hospital's staff if you have any questions about payment.

How can I get the most out of my telehealth visit?

Parents and children need to feel comfortable with the telehealth process and be able to participate openly and actively for telehealth to work. Please ask your local provider or the University of Colorado School of Medicine/ Children's Hospital Colorado provider any questions or concerns you may have. The telehealth visits are documented in the same medical record as our in-person visits so you can access these notes in the same way you would for in-person care.



If you aren't comfortable with the way our telehealth visits work, you may refuse to take part without penalty. Insurers can't require that you use telehealth services instead of in-person care. The alternative to a telehealth visit is an in-person visit at one of our hospitals or clinics. Please let us know if you would like to schedule an in-person visit, however we may not be able to offer the same in-person service near your home or on the same day/ time as a telehealth visit. Thank you for trusting us with your child's health.