



Telehealth Visits

We're excited to offer telehealth visits so your child can be seen by a trusted provider from the comfort of your home.

What You Need:

- A computer, smartphone, or tablet with:
 - A camera
 - A microphone
 - A strong internet connection
- Access to the Healow app (free to download from the App Store or Google Play) or a web browser.

Before Your Appointment:

- Book a telehealth visit by calling our office or scheduling through the patient portal.
- You'll get a text or email reminder with a link to join your child's visit.
- Have these ready:
 - Your child's temperature, weight, or other home vitals if possible.
 - Any questions or concerns you'd like to discuss.
- Find a quiet, well-lit space where your child can be seen and heard clearly.

On the Day of the Visit:

- Log in to the Healow app or click the link we sent you.
- Arrive 10 minutes early to check in virtually.
- Our staff will review symptoms, current medications and history—just like in the office!
- Your provider will join and you'll be on your way!
- After the visit, any prescriptions or follow-up instructions will be sent electronically.

Trouble Connecting?

- Make sure your app or browser is up to date.
- If your video won't connect, restart your device and try again.
- Still having issues? Call us—we're happy to help!

Telehealth Is Great For:

- Cold & flu symptoms, minor rashes, pink eye, etc.
- Questions or concerns about babies
- Medication refills
- Referrals or follow-up visits
- Behavior or mental health concerns

Questions?

Call us at 252.364.4690 or visit www.kidmednc.com.

We're here to help you get the care your child needs—anywhere!

