

Chicago Family Asthma & Allergy, SC
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Chicago, IL 60614
(773) 388-2322 Fax (773) 388-2333
Chicagofamilyasthma.com



Telehealth Appointment (a.k.a. “Televisit”) Details

1. Please find a quiet, private location and use a computer, tablet, or phone with video and microphone capabilities.
2. Please turn off any competing apps, microphones, or earphones.
3. A member of our staff may call you within 15 minutes prior to your scheduled appointment time. This helps to prepare the chart for the provider and ensure that you are logged on properly.
 - a. Please have all medication names and doses ready, including injectors, nasal sprays, and eye drops.
 - b. Please have an up-to-date weight for the patient.
4. Please have your phone with you and answer any calls you get from our office until you successfully join the video conference with your provider.
5. If you want to have a second person join the video conference from a separate location, do NOT use the same link we send by email or text. Please have one person join the visit with the link provided by email, text, or the Healow app. Once you are connected by video, the provider will be able to invite the other person to join by email and/or text message.
6. It is possible your provider may run late for your appointment. Delays may be attributed to other appointments taking longer than anticipated, or there may be unpredictable circumstances in the office, such as anaphylactic reactions or asthma attacks. These delays affect televisits in the same way that they can affect in-office visits. Our staff will do their best to communicate any delays with you. We ask for your patience and understanding if you need to wait past your scheduled appointment time for your provider to join the visit. The provider will give you their full attention once they connect, making sure to address all your concerns.
7. **Please remain in the televisit waiting room until you are joined by your provider. Leaving the waiting room once you are logged on can lead to further delays in your appointment.**

Thank you!

Chicago Family Asthma and Allergy Staff