



Remotely Ready:

Advice for Children
about having Telephone
or Video Appointments

You can have an appointment at a hospital or by video or phone.



If your hospital team calls you on the phone, or you see them by video, here are some tips that might help you have the best appointment.

Top tip

Think about what you want to tell your hospital team. You might want to **practice telling your parent** before your appointment.



Top tip

Choose somewhere **comfy**, and somewhere where you won't be distracted.

It's a good idea to be **away from your pets and your games** so you can remember all you want to say.



Top tip

Your hospital team might ask you to **move around** or show things to the camera.

This will help them check things and help you. It's fun to practice before your appointment and **don't worry**, the person on the video will tell you all you need to know.



Top tip

Remember, just because you're not at the hospital doesn't mean you can't ask questions. You can tell your hospital team how you are feeling and **ask them questions**.

If you don't want to talk to your hospital team, you can **tell your parent** the things that you are thinking and feeling and they can tell the hospital team.



Scan the QR code to watch a short film about having an appointment on the phone or on video.



Children who have had telephone or video appointments with health professionals from the hospital, and their parents, were part of the REFLECT study, and helped create this leaflet with Prof. Bernie Carter, Dr Holly Saron (Edge Hill University), Assistant Prof. Clare Pain, Rob Young, James Munro and staff from Alder Hey Children's NHSFT. Creative Commons Licence CC-BY-NC-ND.