



## Language Express Preschool Speech and Language Program

### Virtual Clinical Visits: Information for Parents and Guardians

Virtual visits are new to us because of the state of emergency. Here are a few things you need to know:

#### Description

- We use video and audio technology so we can see and hear each other
- We recommend you be in a quiet place for your virtual visit so that others cannot overhear the session (unless you want to include others in your visit – please tell us who is with you)
- You may be asked for details of your child’s development and medical history. These questions may be personal and sensitive
- Details of your virtual visit will be recorded in your child’s record just like in an in-person visit
- We will not make a recording of the virtual visit without asking you first. We ask that you not record the visit either.

#### Limits

- Virtual visits may not be possible if you do not have the needed access to technology and internet.
- Time may be limited based on the availability of our staff during the pandemic
- This service may not be available after the pandemic – we may need to end it at any time

#### Privacy

- We have taken appropriate steps to preserve your privacy based on this emergency situation
- However, we cannot provide you with the same guarantee of security and confidentiality as if you were seen in person
- Our staff who are doing the virtual visit may be working from home because of the pandemic – they will also try to find a quiet place away from others in their household

#### Risks

- It is possible there could be a problem with the technology and your session could be cut short or interrupted
- The quality of the video or audio may not be good enough for a service provider to assist you virtually or could negatively impact the quality of the service you receive

Please talk to your Service Provider or call our office at 1-888-503-8885 if you have any questions.