



Tips for Children, Youth, Young Adults (YYA), and Their Families Receiving Telehealth Services

Before Your Session

- Ensure you have a private, quiet space with a stable internet connection.
- Familiarize your child with telehealth technology by practicing video calls with a familiar person.
- Create or ask your provider for a visual schedule or social story to explain the telehealth process.
- Communicate with your provider ahead of time to discuss expectations and materials needed.

During Your Session

- Take the pressure off—your child does not need to sit in front of a screen for the entire session.
- Think of the session as “caregiver coaching” time—your provider is there to help you support your child’s development.
- Assist with technology setup, provide prompts, and help keep your child engaged.
- Use individualized communication strategies such as visual aids, sign language/gestures, or alternative communication devices.
- Be flexible with session structure, allowing breaks and reinforcers if needed to maintain your child’s engagement.

After Your Session

- Follow up with your provider to ask questions or share ideas.
- Implement the suggested strategies between sessions to reinforce learning.
- If comfortable, provide videos or pictures of your child engaging in therapy session activities for provider feedback.
- Maintain regular appointments for consistency and communicate what strategies work best for your child.

Funding acknowledgement:

This project was supported, in part, by the Health Resources and Services Administration (HRSA) under the Leadership Education in Neurodevelopmental Disabilities (LEND) Grant T73MC11044 and by the Administration on for Community Living under the University Center of Excellence in Developmental Disabilities (UCDEDD) Grant 90DDUC0014 of the U.S. Department of Health and Human Services (HHS). This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.



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