Helgemo and Liou Pediatrics

2040 Tamiami Trail Unit C

Port Charlotte, FL 33948

(941) 629-4464

**Guide to Telemedicine Visits**

Thank you for trusting us with your child’s care!

Here are instructions and tips to help our telehealth visit go smoothly.

1. You must have a phone, laptop, desktop, or tablet with reliable internet access. Any device with a browser will work.
2. You MUST have a working microphone and camera. When you open the website, you must ENABLE/ ALLOW these for them to work. If you select no, we will not be able to see or hear you.
3. You cannot use Air Pods; regular headphones do work.
4. You must stay in your home where the WIFI is strong. Walking around outside, driving your vehicle, or other activity will cause a lost or poor connection.
5. Your child must be present. We cannot do the visit without seeing them.

These are the **links** for each of the providers. Please select the link for the provider you are scheduled with.

Dr. Ben Helgemo https://doxy.me/DrBenHelgemo

Dr. Wen Liou <https://doxy.me/HLDrLiou>

Kristy Carey, APRN <https://doxy.me/HLKristy>

Kendra Gerace, PNP <https://doxy.me/HLKendra>

Jennifer Dibert, APRN https://doxy.me/HLJennifer

Kristen Vulgamore, APRN https://doxy.me/HLKristen

1. There may be a brief wait, just as there would be in the office, as we may be in another call.
2. After you have connected to the link, type in your CHILD’S NAME. *If more than one patient is being seen, you may enter any of their names.* This places you in the waiting room.
3. The provider can send most prescriptions directly to your pharmacy through our electronic system if we determine this is necessary for your child’s care. However, controlled substances will be printed at the office and available for pick up only.
4. We will do our best to do everything through telemedicine; however, sometimes your child will need to be seen in the office. We will advise you of this if needed.

Please do not hesitate to contact us with any other questions or concerns.

If you have an issue while on the call and are unable to communicate with the provider, please call the office and someone will help you!

Rev. 04/20/2023