

Recommendations for EI Telehealth Sessions

November 2025



Most of us are accustomed to “in-person” sessions, but these are unique times requiring unique measures to provide services to our families. Much of the direct teaching, reflection and practice with the caregiver can be provided during your telehealth sessions. Please consider the following when you provide Telehealth services.

High quality HIPAA compliant technology and a good internet connection is key to a quality visit. Make sure that your camera and microphone are working on your computer. If the caregiver is having a difficult time hearing or seeing you, then you will need to troubleshoot to make adjustments. Check in with your caregiver during the session to ensure technical quality.

Ensure eye contact. Caregiver satisfaction is often hinged on “how the provider communicates” with them. This has always been the case, but even more so during a telehealth visit. Eye contact is extremely important to the caregiver’s perception of quality and that you care. Conduct a “practice” session with a friend or family member so that you can adjust the computer to achieve the best experience for your caregiver.

Consider the room you are in. Limit background noise. Consider if the background of your visit reflects professionalism. Ask the family if they can see and hear you.

Be on time for the visit. If you anticipate a delay, make sure you notify the family in advance.

Dress appropriately for the telehealth visit. Your attire should reflect the professionalism that you convey during a face-to-face visit.

Clarify your actions with the caregiver. If you turn away from the camera explain to the caregiver what you are doing, i.e. I want to pause a minute to make a note of what we just discussed.

Ask the caregiver for feedback on the visit.

Reflecting on how the visit “went” for the caregiver is something we should be doing anyway, but is even more important during a telehealth visit, as we may not be reading nonverbal cues as clearly, or see what is taking place outside the camera range.

Follow the Checklist for Home Visits as a guide for how the visit should unfold. This was covered in the competency. If you have not yet attended the Competency or the last two Foundations classes, we are attaching the Checklist for you to review, as well as Conversation Starters, which guides you on using open-ended questions during each phase of the home visit. These forms can also be found on the TLC website under “forms and tools” and then “intervention planning”

Use caregiver practice as much as possible.

Telehealth visits requires that you direct your intervention strategies directly to the caregiver. It actually supports the need for coaching strategies with the caregiver, rather than directly working with the child. This is a good time to reinforce caregiver participation and use of materials available in the home.

Recap the session for the caregiver, summarizing what you documented in the session note. Explain to the caregiver how your agency is handling the documentation and signature requirements, etc.

Telehealth resources/references

- [Telehealth Etiquette](#)
- [SS-OO-PP-RR Home Visiting \(Julianne Woods\)](#)
- [TLC Resources](#)