

Neonatal Virtual Care

What is Neonatal Virtual Care?

Neonatal virtual care lets your baby's doctor see and talk with a newborn care specialist from Children's Minnesota Neonatal Intensive Care Unit through a secure audio and video connection.

If your baby is born early or has unexpected problems after delivery (such as trouble breathing), your baby's doctor may choose to talk with a newborn care specialist. This service gives your baby's doctor quick access to specialty services.

What Happens During this Visit?

Your baby's doctor will use special equipment to see and hear the newborn care specialist while at your baby's bedside. These two health care providers will be able to hear, see and talk to each other, just like they would face-to-face. You may or may not be present during this virtual visit depending on the situation.

During this visit, your baby's doctor and the newborn care specialist will talk about your baby's care. Together, they will be able to decide if your baby should be transferred to a neonatal intensive care unit (NICU).



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by Children's Minnesota.

What the equipment looks like.

All final decisions about your baby's care will be made by you and your baby's doctor.

Will You Be Told About this Visit?

Yes. If your baby's doctor would like to talk with a newborn care specialist at Children's Minnesota, you will be told that the neonatal virtual care visit will take place.

If you have any concerns about the visit, please talk with your baby's doctor.

What is the Cost of this Visit?

There is no additional cost to you for a neonatal virtual care visit.

What About Privacy?

Neonatal virtual care visits are not recorded. Staff members take every precaution to meet security standards established by the Health Insurance Portability and Accountability Act (known as HIPAA).