



## On the Day of Your Telehealth (Video) Visit

You or your child's next visit with Nationwide Children's Hospital will be by telehealth using Zoom video and your MyChart account. Telehealth lets us help you and your child without an in-person visit.

Things you will need before your video visit:

1. MyChart: A provisional or active MyChart account and the technology to access it. See this link for more information about MyChart:  
<https://www.nationwidechildrens.org/family-resources-education/mobile-apps/mychart>
2. Zoom app: if you are going to use your smart phone.
3. Computer with camera and mic: if you are going to use your computer.

**If you do not have access to these things, the visit will not work.**

## SECTION I – Using your computer for your video visit

**If using your smartphone, go to Section II.**

As soon as you have a video appointment get ready for the visit.

**Request a MyChart account** if you don't already have one. Go to  
<https://mychart.nationwidechildrens.org/MyChart/publicforms.asp?mode=showForm&formname=ActivationReg>

On the day of your visit, **log in to your MyChart account 15-30 minutes before the visit time.**

**To access your MyChart account** go to. <https://mychart.nationwidechildrens.org/MyChart>

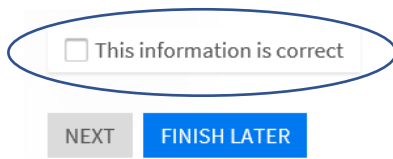
After launching your account, click on you/your child's name, click on **ECHECK-IN**

To Do 

MyChart Video Visit with Dr. P Zzuser  
Wednesday March 18, 2020  
Arrive by 3:00 PM EDT  
Starts at 3:10 PM EDT

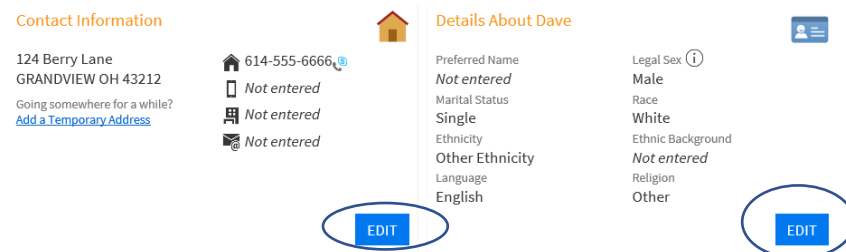


Depending on the type of MyChart account that has been created for you, the first page will show **personal information**. Please read it over to make sure it is correct. If it is click



If it is not correct click EDIT to update.

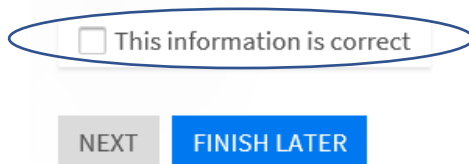
#### Verify Your Personal Information



*Common question - Date of birth:*

- *If you are giving a parent or guardian permission to your MyChart account, it is their date of birth*
- *If it is access to your own record, it is your date of birth*

After you are done with any updates click






Then click



The next screen is your **Consent Forms**. These forms allow us to have this visit with you. You will need to review and **SIGN** each form that is available to sign.

Please review and address the following documents.

<b>2018 HIPAA Privacy</b> ✓ Signed on 3/18/2020	 <b>REVIEW</b>
<b>1 Year Ambulatory General Consent</b> ✓ Signed on 3/18/2020	 <b>REVIEW</b>
<b>Telemedicine-One Year Consent</b> ✓ Signed on 3/18/2020	 <b>REVIEW</b>

Once this step is completed, documents will be submitted for clinic review.

The form will auto-fill in for you.

Click the **Next button** (this is only available after signing the appropriate forms)

**BACK** **NEXT** **FINISH LATER**


The next screen is about **insurance**.


Please read it over to be sure it is correct. If it is click


☒ Use insurance ☐ Do not bill insurance

**Insurance on File**

**Ohio Medicaid**  
Oh Traditional  
Subscriber Name  
Bernadette, Mom

 **ADD INSURANCE CARD PHOTOS**  
Uploading images of your card now will help speed up the check-in process for your next visit.

 Update coverage

 Remove coverage

☐ This information is correct

**BACK** **FINISH LATER** **SUBMIT**

If it is not correct, click **Update Coverage** or **Remove Coverage**

Use insurance Do not bill insurance

**Insurance on File**

**Ohio Medicaid**  
Oh Traditional  
Subscriber Name  
Bernadette, Mom

**ADD INSURANCE CARD PHOTOS**  
Uploading images of your card now will help speed up the check-in process for your next visit.

Update coverage  
 Remove coverage

☐ This information is correct

BACK FINISH LATER SUBMIT

If you have no insurance information on file or need to add one, click to add, as shown below

**Insurance on File**

You have no insurance on file.

+ ADD A COVERAGE

☐ This information is correct

To upload your insurance card:

1. Take picture(s) of your card with your cellphone, send it to your computer.
2. Click **Add Insurance Card Photos**. Upload picture(s).

When you are done, click **SUBMIT**

\*Would you like to use insurance to pay for this appointment? ⓘ

Use insurance Do not bill insurance

**Insurance on File**

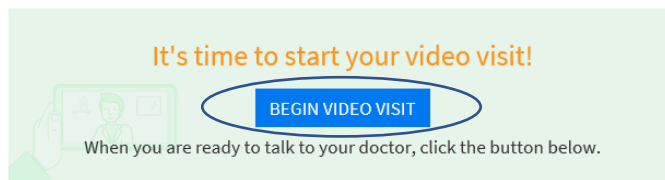
You have no insurance on file.

+ ADD A COVERAGE

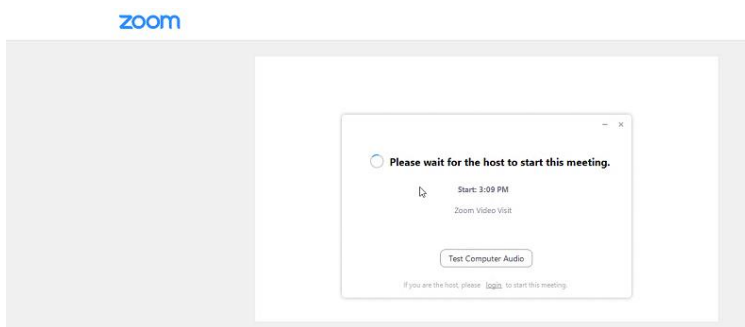
☒ This information is correct

BACK FINISH LATER SUBMIT

Now you can click the button that says **Begin Video Visit**. (the **Begin Video Visit** button will work up to 30 minutes before your appointment time)



MyChart will automatically open zoom with the correct meeting ID when you click this Begin Video Visit Button within MyChart.



You will not be linked in/connected until the provider starts your ZOOM session.

When your provider is ready, you will see a button that says **JOIN VIDEO**. Click on the button and your session will begin.

Tip: If at the time of your visit either MyChart or Zoom are not working for you, try to connect from your computer instead of your phone or vice versa.

## Section II – Using your smartphone for your video visit

**If you do not have a smartphone this will not work.**

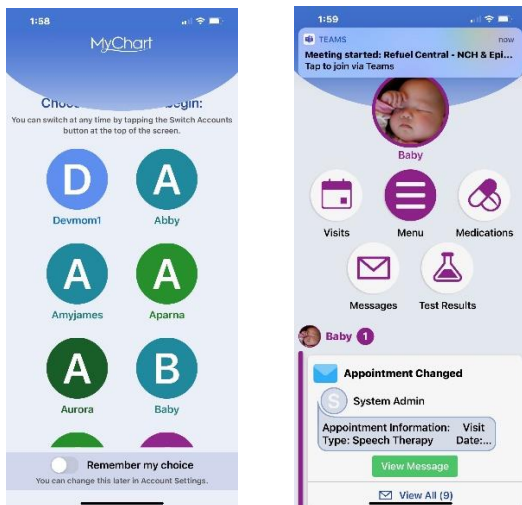
As soon as you have a video appointment get ready for the visit.

1. **Request a MyChart account** if you don't already have one. Go to <https://mychart.nationwidechildrens.org/MyChart/publicforms.asp?mode=showForm&formname=ActivationReq>
2. Download the **Zoom Cloud Meetings** app to your phone.
3. Check it right away to be sure the app downloaded. If you have trouble downloading the app, click here for tips and tricks from **Zoom**. <https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions>

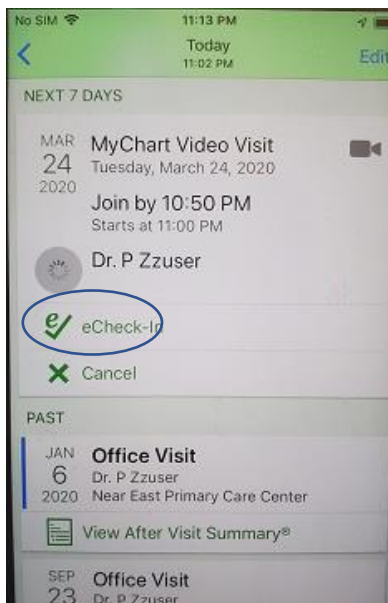
4. **Do not have the zoom app opened when you start your MyChart visit.** MyChart will automatically open zoom with the correct meeting ID when you check in.

On the day of your visit, **log in to your MyChart App account 15-30 minutes before the visit time.**

After launching your MyChart account, click on you/your child's name, click on appointments and



then click **ECHECK-IN.**



Depending on the type of MyChart account that has been created for you, the first page will show **personal information**. Please read it over to make sure it is correct. Use the edit button to change any information

Verizon1:42 PM62%

eCheck-In

Finish Later

Verify Your Personal Information

Contact Information

43065

Going somewhere for a while? [Add a Temporary Address](#)

Not entered

Not entered

Not entered

Not entered

EDIT

Details About Lily

Preferred Name

Not entered

Legal Sex ⓘ

Female

Marital Status

Single

Race

Not entered

Ethnicity

Not entered

Ethnic Background

Not entered

Language

English

Religion

Not entered

EDIT

If the information is correct select that box and then hit click Next button

☐ This information is correct \*

FINISH LATER

☒ NEXT

FINISH LATER

You will have online **consents** to complete before your visit. You need to **review and sign** each one not yet signed.

documents.

2018 HIPAA Privacy  
Not Signed Yet  
**REVIEW AND SIGN**

1 Year Ambulatory General Consent  
Not Signed Yet  
**REVIEW AND SIGN**

Telemedicine-One Year Consent  
Not Signed Yet

next year. This Consent does not apply for Inpatient Admission, Emergency Department, Urgent Care, Surgical or other procedures. If I wish to sign a new Consent upon each visit, I can request a different form at this time. If I wish to change or revoke this Consent, or if there is a change in custody, I will notify the Hospital at my next visit.

By signing, I confirm that I have legal ability to consent for the Treatment.

Signed: [Signature]  
(PATIENT, IF 18 YEARS OR OLDER)

Signed: [Signature]  
(PARENT/GUARDIAN IF PATIENT IS UNDER 18 YEARS)

When you complete one form, click **CONTINUE**

**CONTINUE**

CLEAR FORM CANCEL

Once all forms are signed, click **NEXT** button

1 Year Ambulatory General Consent  
Signed on 3/26/2020  
REVIEW

Telemedicine-One Year Consent  
Signed on 3/26/2020  
REVIEW

Once this step is completed, documents will be submitted for clinic review.

**NEXT**

BACK

FINISH LATER



The next screen is about **insurance**. Please read it over to be sure it is correct. If it is correct, click

Verizon 3:47 PM 42%

**eCheck-In** Finish Later

**Aetna**  
Aetna Basic  
Subscriber Name  
Sunny, Momma

**ADD INSURANCE CARD PHOTOS**  
Uploading images of your card now will help speed up the check-in process for your next visit.

**UPDATE COVERAGE**  
**REMOVE COVERAGE**

**+ ADD A COVERAGE**

☒ This information is correct \*

**BACK**  
**FINISH LATER**

If it is not correct, click update **coverage** or **remove coverage**. If needed, Click **Add Insurance Card Photos**, take a photo of your insurance card and it will automatically be updated.

Verizon 3:46 PM 43%

**eCheck-In** Finish Later

**Personal Info** **Sign Documents** **Insurance**

**Responsibility for Payment**  
\* Would you like to use insurance to pay for this appointment? ⓘ  
**Use insurance** **Do not bill insurance**

**Insurance on File**

**Aetna**  
Aetna Basic  
Subscriber Name  
Sunny, Momma

**ADD INSURANCE CARD PHOTOS**  
Uploading images of your card now will help speed up the check-in process for your next visit.

**UPDATE COVERAGE**  
**REMOVE COVERAGE**

Once you've updated or removed information, click the **this information is correct** button

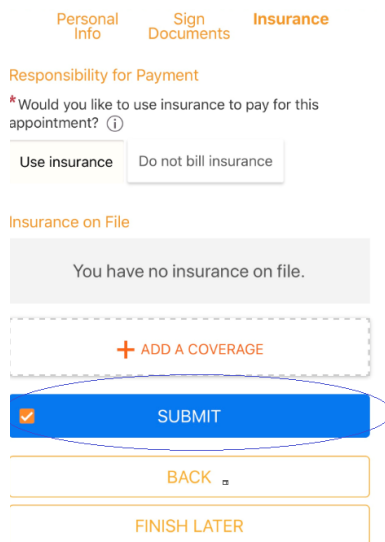


☒ This information is correct \*

BACK

FINISH LATER

Then click the **SUBMIT** button



Personal Info Sign Documents Insurance

Responsibility for Payment

\*Would you like to use insurance to pay for this appointment? ⓘ

Use insurance Do not bill insurance

Insurance on File

You have no insurance on file.

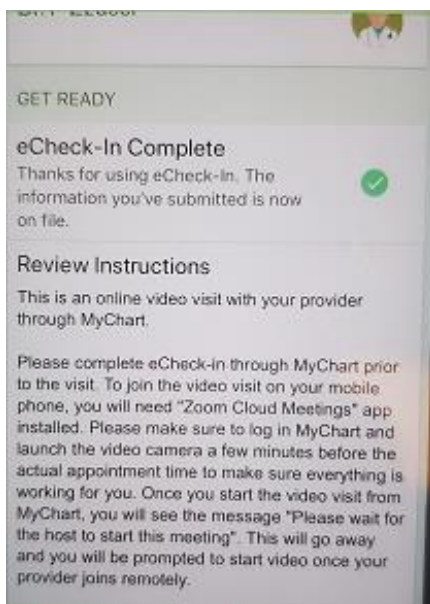
+ ADD A COVERAGE

☒ SUBMIT

BACK

FINISH LATER

When you complete all these steps you will see **eCheck-In Complete**.



GET READY

**eCheck-In Complete**

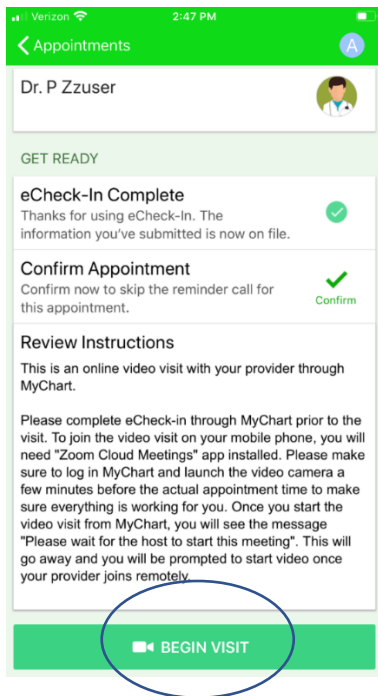
Thanks for using eCheck-In. The information you've submitted is now on file.

**Review Instructions**

This is an online video visit with your provider through MyChart.

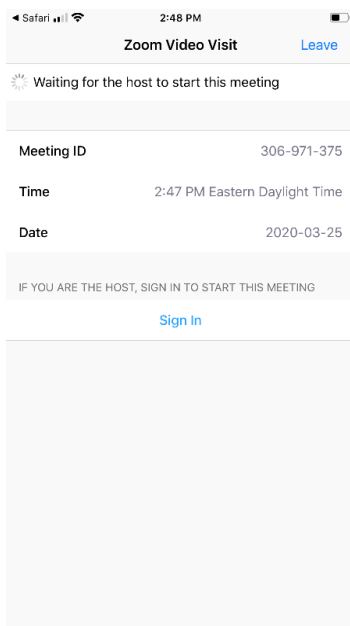
Please complete eCheck-In through MyChart prior to the visit. To join the video visit on your mobile phone, you will need "Zoom Cloud Meetings" app installed. Please make sure to log in MyChart and launch the video camera a few minutes before the actual appointment time to make sure everything is working for you. Once you start the video visit from MyChart, you will see the message "Please wait for the host to start this meeting". This will go away and you will be prompted to start video once your provider joins remotely.

After you have completed the eCheck-In and signed the releases you will see a button at the bottom labeled **Begin Visit**. This button will be available up to 30 minutes before the scheduled visit.



When you click on this it will take you to the Zoom session.

Tip: Do not have your Zoom app open when you start your MyChart visit. MyChart will automatically open Zoom with the correct meeting ID when you check in.



If your provider has not arrived in the session yet you will see a screen with meeting information as shown above. Do not leave the session. The provider will be with you. They did not forget about your video visit.

## Section III

If a parent or teen with their own MyChart account wants to join the call after the other has done the echeck-in, follow the steps below to join.

Go to **Visits**, then **Appointment and Visits**. Click **DETAILS**

**Appointments and Visits** (TeenTitan) [SCHEDULE AN APPOINTMENT](#)


Show: Upcoming and Past [More Filter Options](#)

**Upcoming Visits**

Next 7 Days


MAR  
20  
Fri


**MyChart Video Visit** with Dr. P Zzuser  
⌚ **Arrive by 9:20 AM EDT**  
Starts at 9:30 AM EDT



[DETAILS](#)


**Past Visits**

**Appointment Details** (TeenTitan) 

  
**MyChart Video Visit with Dr. P Zzuser**  
⌚ Friday March 20, 2020  
Arrive by 9:20 AM EDT  
Starts at 9:30 AM EDT  
[Add to Calendar](#)

**It's time to start your video visit!**  
[BEGIN VIDEO VISIT](#)  
When you are ready to talk to your doctor, click the button below.

**Visit Instructions**  
This is an online video visit with your provider through MyChart.  
  
Please complete eCheck-in through MyChart prior to the visit. To join the video visit on your mobile phone, you will need "Zoom Cloud Meetings" app installed. Please make sure to log in MyChart and launch the video camera a few minutes before the actual appointment time to make sure everything is working for you. Once you start the video visit from MyChart, you will see the message "Please wait for the host to start this meeting". This will go away and you will be prompted to start video once your provider joins remotely.

This appointment cannot be canceled online. To cancel, please call 614-722-5750 

## Section III

If you have any other visits after you have done your initial echeck-in, the information is good for 30 days, and you do not need to complete the echeck-in again. Go to **visits**, then **appointments and visits**. Go to the appointment and click **Details**. Then click **Begin Video Visit**.