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=ActivationReq

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
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.

**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.

The form will auto-fill in for you.

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

The next screen is about **insurance**.

Please read it over to be sure it is correct. If it is **click**
If it is not correct, click **Update Coverage** or **Remove Coverage**

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

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**
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](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](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.

If the information is correct select that box and then hit click Next button.
You will have online **consents** to complete before your visit. You need to **review and sign** each one not yet signed.

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

Once all forms are signed, click **NEXT** button
The next screen is about insurance. Please read it over to be sure it is correct. If it is correct, click

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

Then click the **SUBMIT** button

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