To Request and Start Telehealth (Video) Visit with Our Urgent Care

You or your child’s Telehealth Urgent Care visit with Nationwide Children’s Hospital will use Zoom video and your MyChart account. Urgent Care telehealth lets us help you and your child without an in-person visit.

What you will need before your video visit:

1. MyChart Account: 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 The Urgent Care Staff will help you in set up your MyChart Account if you do not have one by calling (614) 355-4299. AND
2. Smartphone: Zoom app and the MyChart app: if you are going to use your smartphone for the video visit. OR
3. Computer: if using a computer, you will need a camera and microphone

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

If you are using a smartphone – go to section I on page 2 below.

If you are using a computer – go to section II on page 9 below.
Section I: Using your smartphone for your video visit

Note: if you are using your computer, skip down to Section II.

To start your Urgent Care Visit, log in to your MyChart account on your MyChart App

After launching your account, click on you/your child’s name who needs the visit, then click on Talk to a doctor

Confirm your Location. Only Ohio locations are being accepted at this time
The next step will ask what you need help with. Choose General Video Visit.

Then click on **PUT ME IN LINE** button under the Who would you like to talk to? It will ask you 2 times.
Tell us what you need to be seen for in the box that says **What is the most important thing you want addressed during this visit?**

Click push notifications so we can let you know when your doctor is ready for your visit.

Then Complete check in by clicking **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. Click Edit if you need to change anything.

**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 as the patient, it is your date of birth

The next step 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 next step is about **Insurance**.

Please review be sure it is correct. Revise or add an insurance if applicable. Also, take a picture of your insurance card and upload it here.
Then you will receive the below message.

You will receive a notification on your phone when the provider is ready to see you. Once you receive the message, go back to MyChart App. Now you can click the button that says Begin Video Visit.
The Zoom app will start, and click Open then click Join with Video, and choose Internet Audio:

You will then see and hear the nurse in the video and your visit will start.

Ending the Visit: Be sure to ‘Leave’ the zoom meeting once the visit is over..
Section II: Using your computer for your video visit

To start your Urgent Care Visit, log in to your MyChart account

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

You will need to type in your

Username
Password
Click sign-in

After launching your account, click on you/your child’s name, click on Talk to a doctor

Confirm your Location. Only Ohio locations are being accepted at this time.
The next screen will ask what you need help with.

Put in the reason for your urgent care visit.

Click **OKAY**
Talk to a Doctor (Sheldon)

Location
Sew Ohio

Reason for Visit
General Video Visit

Connect using

Providers

Time

Summary

Which of the following would you like to use for your video visit?

My Computer
Mobile App

Before you sign up for a video visit, make sure your computer has a working camera, microphone, and speaker. If you don’t meet these requirements, try using the mobile app.

Camera
Microphone
Speaker

DONE
Then click on **PUT ME IN LINE** button under the Who would you like to talk to?

Click **CONTINUE**

Then

1. Please tell us what you need to be seen for in the box that says **What is the most important thing you want addressed during this visit?**

2. Tell us how you would like to be notified when your doctor is ready?
   - **Text Me** (add your phone number if it is not shown) or
   - **Email me** or
   - **Both**

Click the green box that say **SCHEDULE**
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 **NEXT**

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 review be sure it is correct. If it is click

- Use Insurance: Do not bill Insurance

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**

You will be taken to this screen. **At this time, wait to receive your text or email that the provider is ready to see you. Do not close this screen.**
This is an example of the text message when the provider is ready to start the Zoom visit.

Once you receive the message, go back to MyChart. Now you can click the button that says Begin Video Visit.
MyChart will automatically open zoom with the correct meeting ID when you click the Begin Video Visit Button within MyChart. When the provider joins, you will see a button that says **START VIDEO**. Then you will see the provider and complete the visit.