



## **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 smart phone 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.**

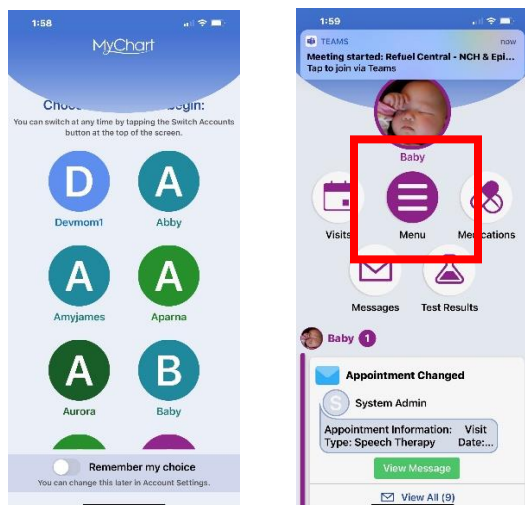
**If you are using a computer – go to section II on page 9 below.**

## Section I: Using your smartphone for your video visit

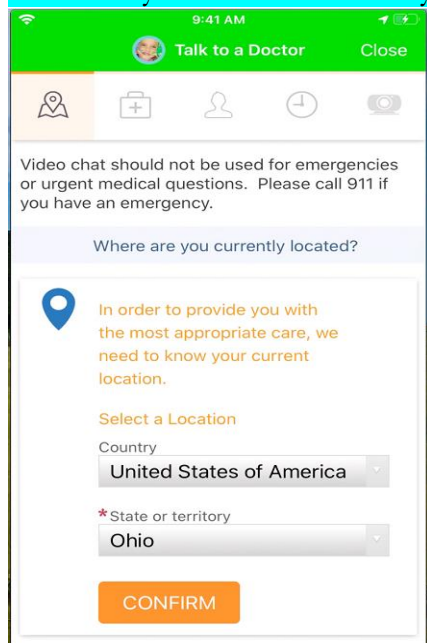
**Note:** if you are using your computer, skip down to Section II.

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

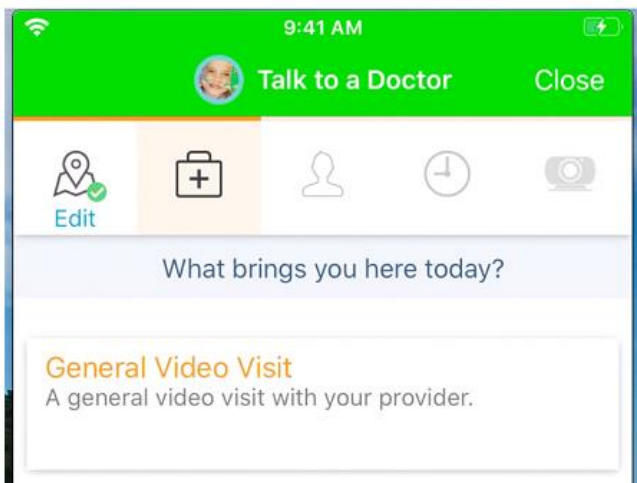
After launching your account, click on you/your child's name who needs the visit, then click on **Urgent Care Telehealth**



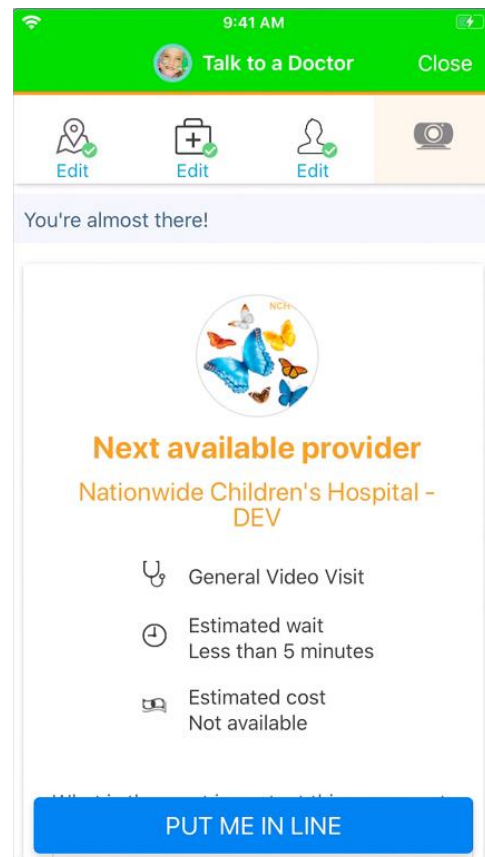
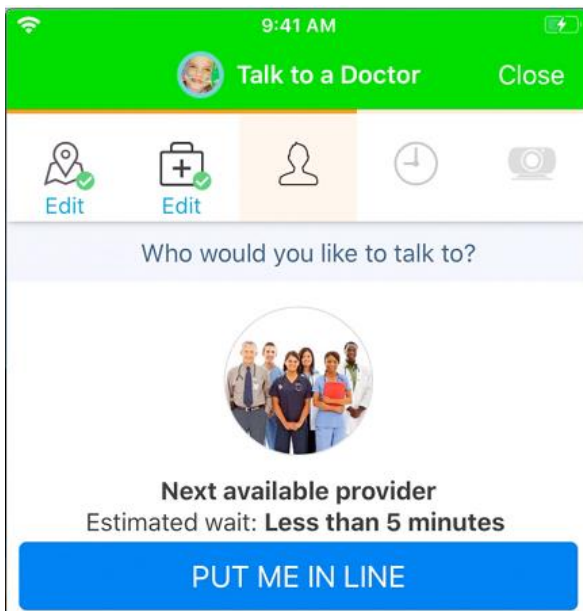
**Confirm your Location. Only Ohio locations are being accepted at this time**



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?**

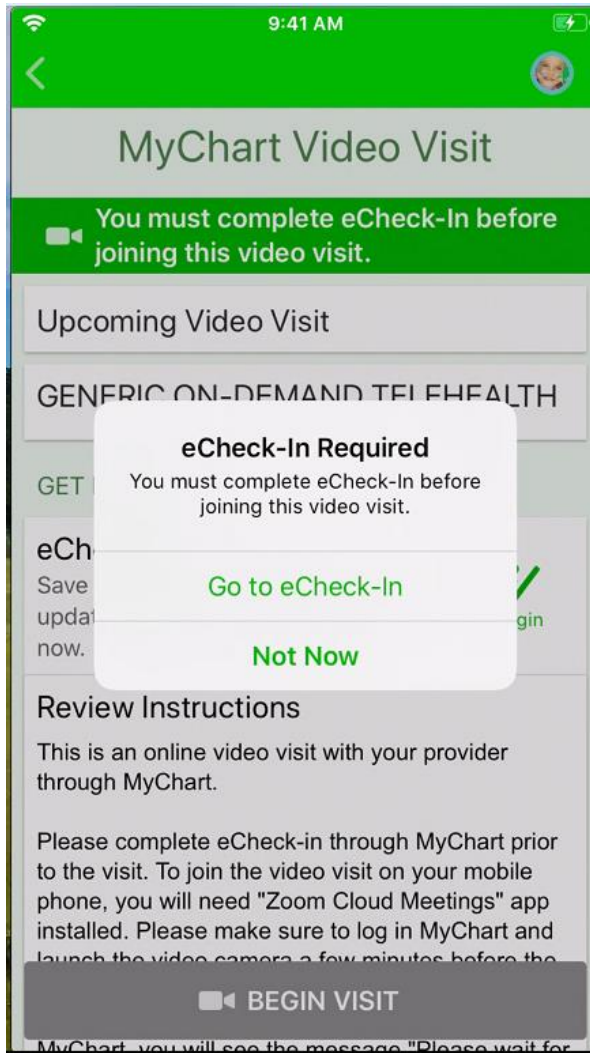
What is the most important thing you want addressed during this visit?

Sore throat

488 of 500 characters remaining

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*

9:41 AM

eCheck-In Finish Later

Personal Info Insurance

Verify Your Personal Information

Contact Information

987 Broad Street East  
COLUMBUS OH 43232

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

614-895-1111  
789-123-4567  
555-555-5555  
Not entered

EDIT

Details About Jenna

Preferred Name  
Not entered

Legal Sex ⓘ  
Female

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.

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)

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.

The screenshot shows a mobile application interface for an eCheck-In process. At the top, a green header bar contains a status bar with the time 9:41 AM, a signal strength icon, and a battery icon. Below the header, there is a navigation bar with a blue circle containing a white 'A', the text 'eCheck-In', and a link 'Finish Later'. The main content area features a progress bar with three steps: 'Personal Info' (with a person icon), 'Sign Documents' (with a pen icon), and 'Insurance' (with a card icon). The 'Insurance' step is currently selected and highlighted. Below the progress bar, the section 'Responsibility for Payment' is displayed. It contains a question: '\* Would you like to use insurance to pay for this appointment?' followed by an information icon. Below the question are two buttons: 'Use insurance' and 'Do not bill insurance'. The next section is 'Insurance on File', which contains a box with the following information: 'Aetna', 'Aetna Basic', 'Subscriber Name', 'Alex, Mom', 'Subscriber Number', 'xxxxxxx7098', and 'Member Number'. At the bottom of the form, there is a dashed box containing a document icon with a plus sign and the text 'ADD INSURANCE CARD PHOTOS'. Below this box, it says 'Uploading images of your card now will'.

9:41 AM

A 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

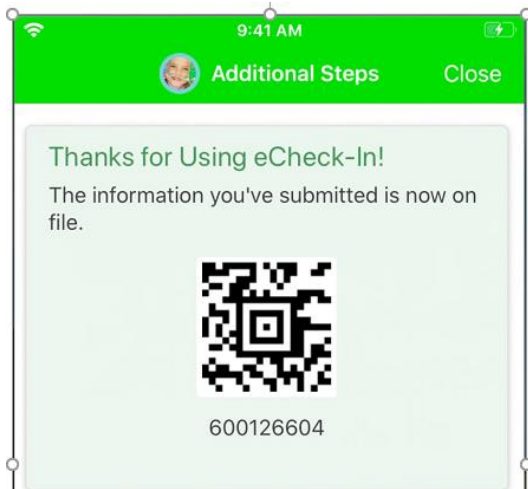
Insurance on File

Aetna  
Aetna Basic  
Subscriber Name  
Alex, Mom  
Subscriber Number  
xxxxxxx7098  
Member Number

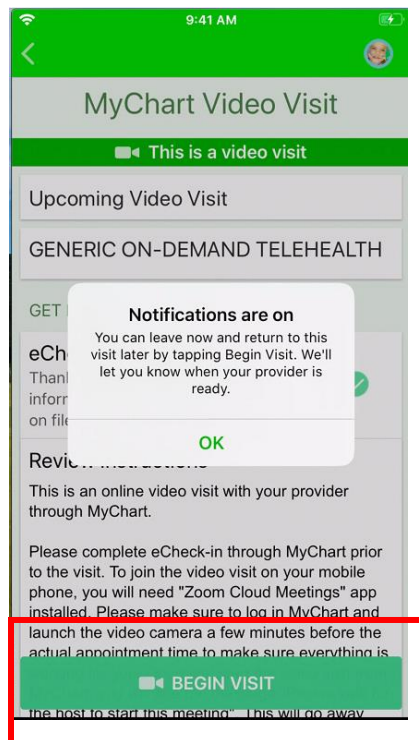
ADD INSURANCE CARD PHOTOS

Uploading images of your card now will

Then you will receive the below message.

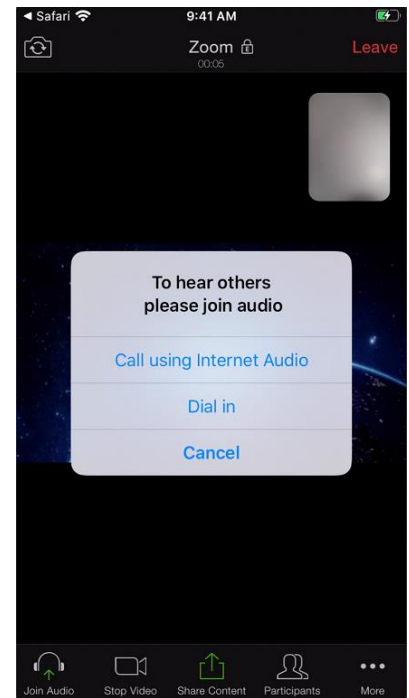
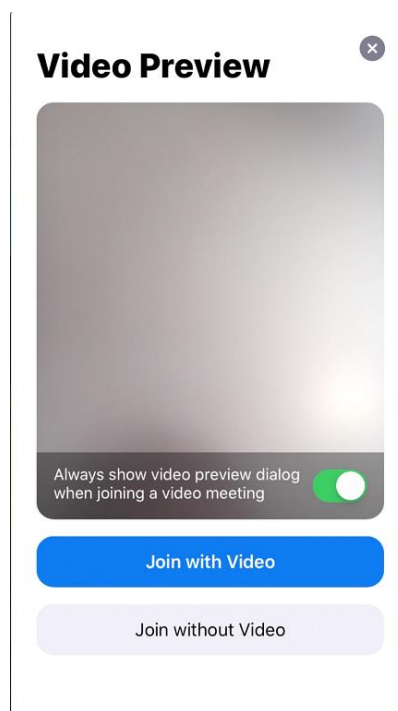
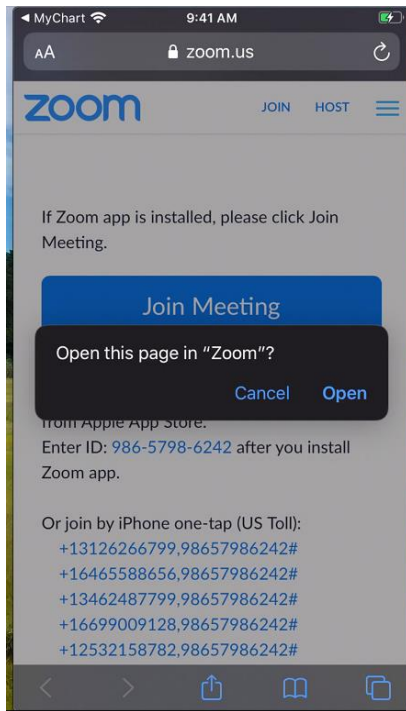


**You will receive a notification on your phone when the provider is ready to see you.** Once you receive the message, go back to MyChart App. Now you can click the button that says Begin Video Visit





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>

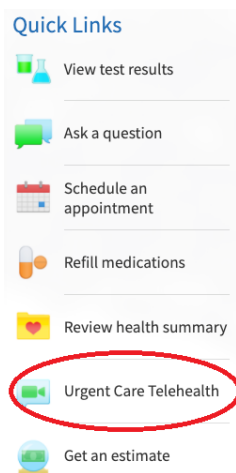
You will need to type in your

**Username**

**Password**

**Click sign-in**

After launching your account, click on you/your child's name, click on **Urgent Care Telehealth under Quick Links**



**Confirm your Location. Only Ohio locations are being accepted at this time**

This is a non-production environment. If you are a patient, contact the system administrator immediately. [X]

**NATIONWIDE CHILDREN'S** MyChart **Sheldon** Health Visits Messaging Billing Resources Profile Provisional Dev Log Out

### Talk to a Doctor (Sheldon)

**START OVER**

Location Reason for visit Connect using Providers Time Summary

Video chat should not be used for emergencies or urgent medical questions. Please call 911 if you have an emergency.

Where are you currently located?

In order to provide you with the most appropriate care, we need to know your current location.

Select a Location

Country: United States of America

\*State or territory: Ohio

**CONFIRM**

Please call 911 if you have an emergency or urgent medical question.

The next screen will ask what you need help with.

This is a non-production environment. If you are a patient, contact the system administrator immediately. [X]

**NATIONWIDE CHILDREN'S** MyChart **Sheldon** Health Visits Messaging Billing Resources Profile Provisional Dev Log Out

### Talk to a Doctor (Sheldon)

**START OVER**

Location Reason for visit Connect using Providers Time Summary

Location: Ohio

What brings you here today?

**General Video Visit**  
A general video visit with your provider.

Please call 911 if you have an emergency or urgent medical question.

Put in the reason for your urgent care visit.

Click **OKAY**



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**

**Talk to a Doctor (Aurora)** START OVER

✓ Location [Edit](#)  
Ohio
 ✓ Reason for visit [Edit](#)  
General Video Visit
 ✓ Connect using [Edit](#)  
My Computer
 ✓ Providers [Edit](#)  
Next available provider
 Summary

**You're almost there!**

**Next available provider**  
Nationwide Children's Hospital - DEV

📞 General Video Visit  
 ⌚ Estimated wait  
Less than 5 minutes  
 💰 Estimated cost  
Billed after the visit

What is the most important thing you want addressed during this visit?  
sore throat

🔔 How would you like to be notified when your doctor is ready?  
☐ Text me: 614-915-7292  
☒ Email me: melissa.brown2@nationwidechildrens.org

**SCHEDULE**

**Please call 911 if you have an emergency or urgent medical question.**

Then Complete check in by clicking **ECHECK-IN**

**Appointment Details (Aurora)** Print

📞 Urgent Care Video Visit with  
URGENTCARE TELEHEALTH  
PROVIDER  
 ⌚ Time to Be Determined  
 ✖ Cancel Appointment

**Get ready for your visit!**

**ECHECK-IN** **BEGIN VIDEO VISIT**

Save time by completing eCheck-In ahead of time.  
 You must complete eCheck-In before joining the video visit.

Once eCheck-in is complete, "Begin Video Visit" button becomes available 30 minutes prior to the scheduled appointment time.

**Visit Instructions**

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

The patient will need to be present on the video visit.

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. You can begin video up to 30 minutes prior to the scheduled appointment time.

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.

< September 2020 >  
 S M T W T F S  
 1 2 3 4 5  
 6 7 8 9 10 11 12  
 13 14 15 16 17 18 19  
 20 21 22 23 24 25 26  
 27 28 29 30

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

☐ This information is correct

NEXT FINISH LATER

If it is not correct click **EDIT** to update.

#### Verify Your Personal Information

#### Contact Information

124 Berry Lane  
GRANDVIEW OH 43212

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

614-555-6666

Not entered

Not entered

Not entered

EDIT

#### Details About Dave

Preferred Name  
Not entered

Marital Status  
Single

Ethnicity  
Other Ethnicity

Language  
English

Legal Sex ⓘ  
Male

Race  
White

Ethnic Background  
Not entered

Religion  
Other

Other

EDIT

*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

☐ This information is correct

NEXT FINISH LATER

Then click **NEXT**

NEXT FINISH LATER

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.

2018 HIPAA Privacy  
✓ Signed on 3/18/2020

REVIEW

1 Year Ambulatory General Consent  
✓ Signed on 3/18/2020

REVIEW

Telemedicine-One Year Consent  
✓ Signed on 3/18/2020

REVIEW

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)



The next screen is about **Insurance**.

Please review be sure it is correct. If it is click

A screenshot of the 'Insurance on File' screen. At the top, there are two buttons: 'Use insurance' and 'Do not bill insurance'. Below is the section 'Insurance on File' with 'Ohio Medicaid' and 'Oh Traditional' listed. The subscriber name is 'Bernadette, Mom'. There is a dashed box with a camera icon and the text 'ADD INSURANCE CARD PHOTOS' and 'Uploading images of your card now will help speed up the check-in process for your next visit.' Below this are two buttons: 'Update coverage' and 'Remove coverage'. At the bottom, there is a checkbox labeled 'This information is correct' which is circled in blue. Below the checkbox are three buttons: 'BACK', 'FINISH LATER', and '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**

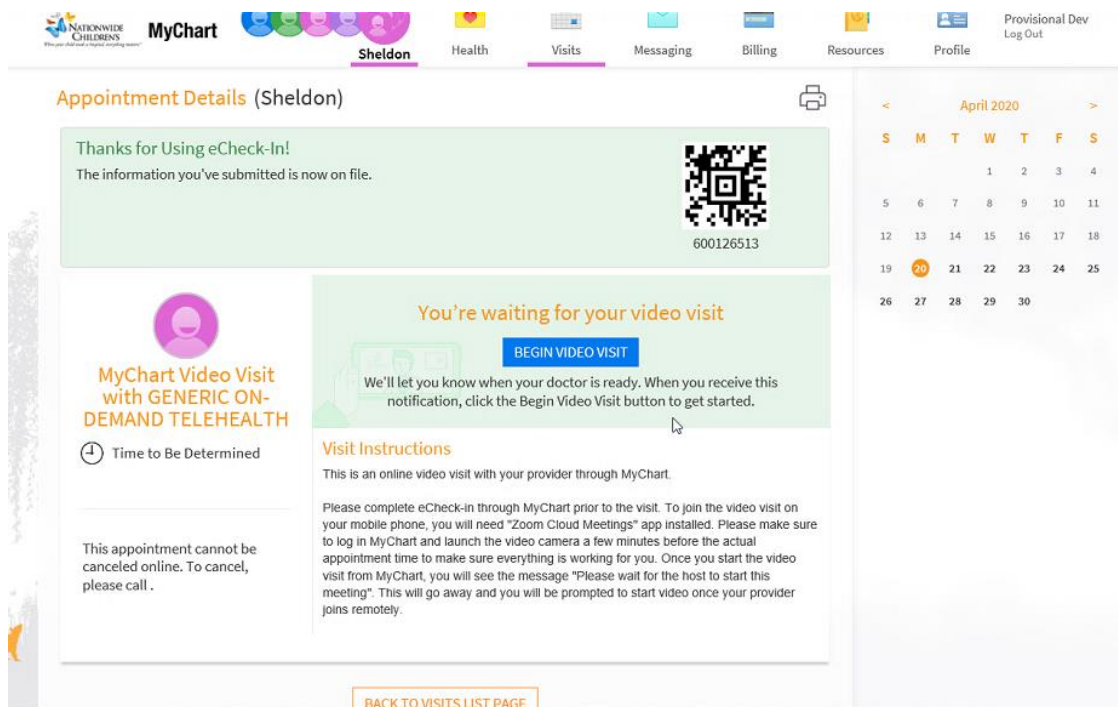
You have no insurance on file.

**+ ADD A COVERAGE**

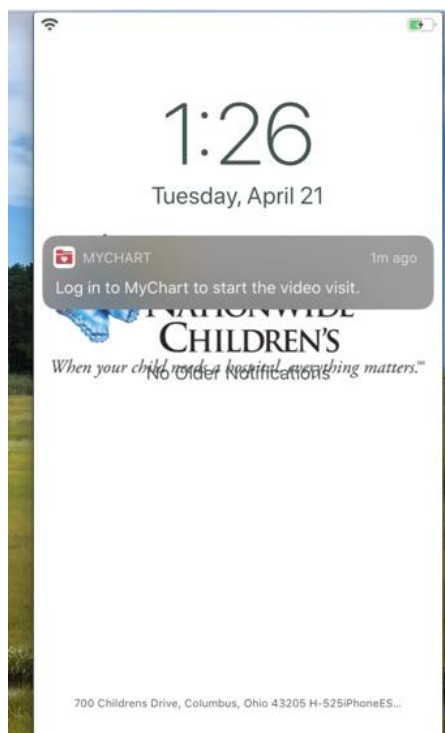
☒ This information is correct

BACK FINISH LATER **SUBMIT**

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**.

**Appointment Details (Sheldon)**

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



600126513

**MyChart Video Visit with GENERIC ON-DEMAND TELEHEALTH**

⌚ Time to Be Determined

This appointment cannot be canceled online. To cancel, please call.

**You're waiting for your video visit**

**BEGIN VIDEO VISIT**

We'll let you know when your doctor is ready. When you receive this notification, click the Begin Video Visit button to get started.

**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.

[BACK TO VISITS LIST PAGE](#)

April 2020

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

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.

