



Tips for Successful Telehealth Visits at Nationwide Children's Hospital

Computer

- Check to make sure you have a working
 - webcam
 - microphone
 - speakers
- Make sure you are in a quiet, private place.
- Use the best internet access you can.
- Be in a room with good lighting, so the provider can see you.
- Do not have your mute button on.

Mobile device

- Finish and hang up any phone calls before joining the video visit.
- Check that your device is plugged in or has plenty of battery power for the visit.
- Make sure you are in a quiet, private place.
- Use the best internet access you can.
- Be in a room with good lighting, so the provider can see you.
- Do not have your mute button on.

Zoom

- 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.
- As soon as you have a video appointment:
 - Download the **Zoom** app to your phone. <https://zoom.us/download>
 - 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>
- 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.

MyChart

- On the day of your visit, **log in to your MyChart account 15 minutes before the visit time.**
- **To access your MyChart account** go to <https://www.nationwidechildrens.org/family-resources-education/mobile-apps/mychart>. The page has a lot of information and problem-solving tips.