



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.

You will need **two things** to have a video visit.

1. Zoom app downloaded to your smartphone or computer with a camera
2. A provisional or active MyChart account and the technology to access it. There is a MyChart app to download on your smartphone if you have not done that yet.

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

SECTION I – Using your computer for your video visit

If using your phone, go to Section II.

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

1. Download the **Zoom** app to your computer. <https://zoom.us/download>
2. 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>
3. **Do not have the Zoom app open 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 account 15-30 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.

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

The first page will show **personal information**. Please read it over to make sure it is correct. 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 **This information is correct**, then **NEXT**.

The next page is your **consent forms**. These forms allow us to have this visit with you.

You will need to review each form. After you review a form go to the top of the page and click **SIGN**. The form will auto-fill for you.

After doing this for all three forms, click the **NEXT** button.

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

If it is, click **This information is correct**.

If it is not correct, click **Update coverage**.

If you have nothing on file, click **ADD A COVERAGE**.

To upload your insurance card:

1. Take a picture of your card with your cellphone.
2. It will automatically upload if you are in MyChart on your mobile device.

When you are done, click **SUBMIT**.

Now you can click the button that says **BEGIN VIDEO VISIT** (the **BEGIN VIDEO VISIT** button will appear 30 minutes before your appointment time).

You will not be linked in until the provider starts your Zoom session.

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

When your provider is ready, you will see a button that says **SHARE 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. Download the **Zoom** app to your phone. <https://zoom.us/download>
2. 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>
3. **Do not have the Zoom app open 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 account 15-30 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.

After launching your MyChart account find you or your child's name, click on appointments and then click **eCheck-In**.

The first page will show **personal information**. Please read it over to make sure it is correct.

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

After you are done with any updates click **This information is correct**.

Then click **NEXT**.

You will have online consents to complete before your visit. They must be completed in full. Click **REVIEW AND SIGN** on each one.

Then click **CONTINUE**.

Once all forms are signed click **NEXT**.

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

If it is not correct, click **UPDATE COVERAGE**.

If you have nothing on file, click **ADD A COVERAGE**.

Then click the **SUBMIT** button.

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

Click the **BEGIN VISIT** button at the bottom of this screen.

When you click on this it will take you to the Zoom session. **Do not** have the 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, do not leave the session. The provider will be with you. They did not forget about your video visit.

Section III

If the parent or teen wants to join the call after the other has done the echeck-in, follow the steps below to join.

Click **DETAILS**, then click **BEGIN VIDEO VISIT**.