

Video Visit Patient and Family Guide - Computer

How to get ready for your Video Visit.

Use the checklist below to get ready for a Video Visit before the appointment.

Important Information about Patient MyChart Accounts:

- Patient 18 years or older – Can complete their own eCheck-in and start their own video visit.
- *Patient between age 13-17* – Can start a Video Visit through their MyChart account, if eCheck-in was completed by an adult prior to the appointment with proxy access.
- *Patient 12 and under* – Cannot start a Video Visit in their MyChart account.

- Active **MyChart Account for the patient**. If you need to sign up, reach out to the front desk staff of your clinical area.
- Access to a **computer or mobile device** with a *video camera* and *microphone*. (See [System Requirements and Support Versions](#) for more details)
- Private area** where only those authorized to hear information about the patient's medical condition are present.
- Download and install the **FREE Zoom App** on a computer or mobile device.

Zoom Computer Download	Zoom Mobile Download
<ol style="list-style-type: none">1. Launch the site https://connecticutchildrens.zoom.us/download.2. Click Download for the <i>Zoom Client for Meetings</i>.3. Install Zoom Client for Meetings.	<ol style="list-style-type: none">1. Open the Apple Store or Android Marketplace.2. Search for Zoom Cloud Meetings.3. Download Zoom Cloud Meetings.

- Three days prior to the appointment, log into your **MyChart Account** and complete the **eCheck-in** process and **audio/video testing** for the appointment.

Additional tips that can enhance your Video Visit experience:

- Use external speakers, they are not required but may offer better sound quality.
- If using a mobile device, have a kickstand or way to prop your mobile device that way you will not have to hold it with your hand(s).

Check out the New MyChart Experience by watching these two-minute short videos so you know what to expect before your next Video Visit.

- *Mobile* - [The New MyChart Experience \(For Mobile Devices\) - YouTube](#)
- *Desktop* - [The New MyChart Experience \(For Desktop\) - YouTube](#)

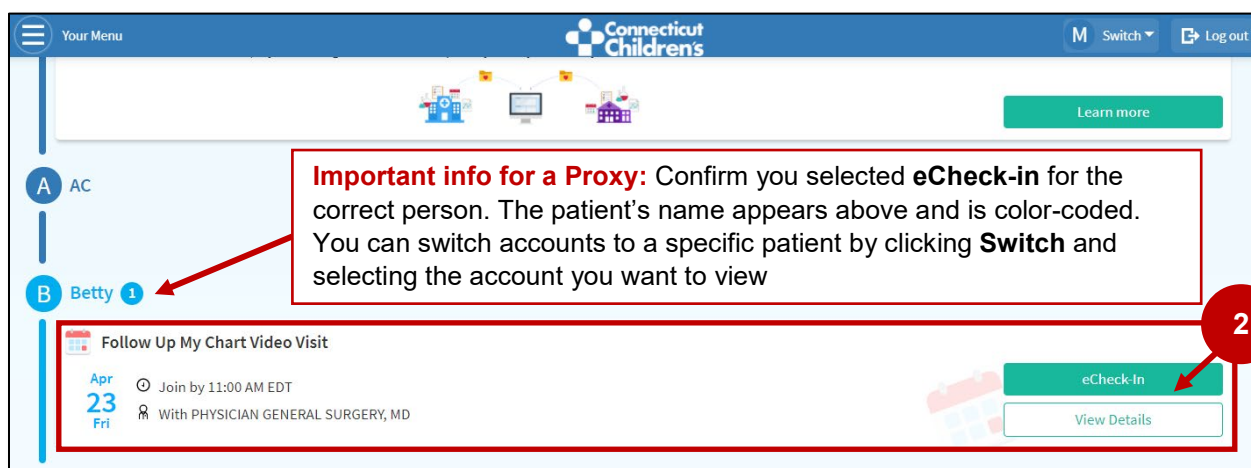
How do I start the eCheck-in process?

You can complete the *eCheck-in* up to three days prior to the appointment if you are a proxy or a patient 18 years or older:

1. Log into your **MyChart Account**, mychart.connecticutchildrens.org or the MyChart App.
2. Click/tap eCheck-in next to the Video Visit. If you are a Proxy make sure you are completing the eCheck-in steps for the correct patient.

Follow the on screen prompts and complete each section. Once complete, you are ready for the upcoming Video Visit.

Note: The Copay section only appears if one is due. A payment is processed on the day of the scheduled visit.



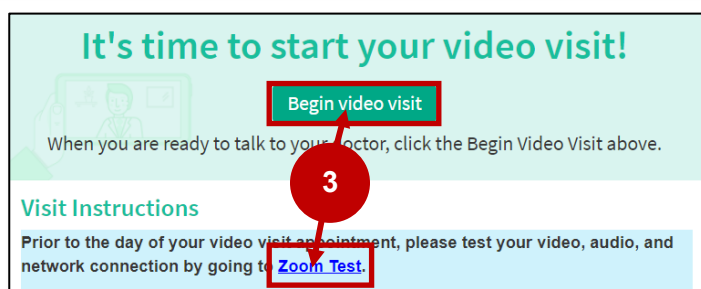
Now that eCheck-in is complete, let's test that Audio and Video.

Testing the device's *video, audio, and network connection* is easy and fast! Follow the steps below:

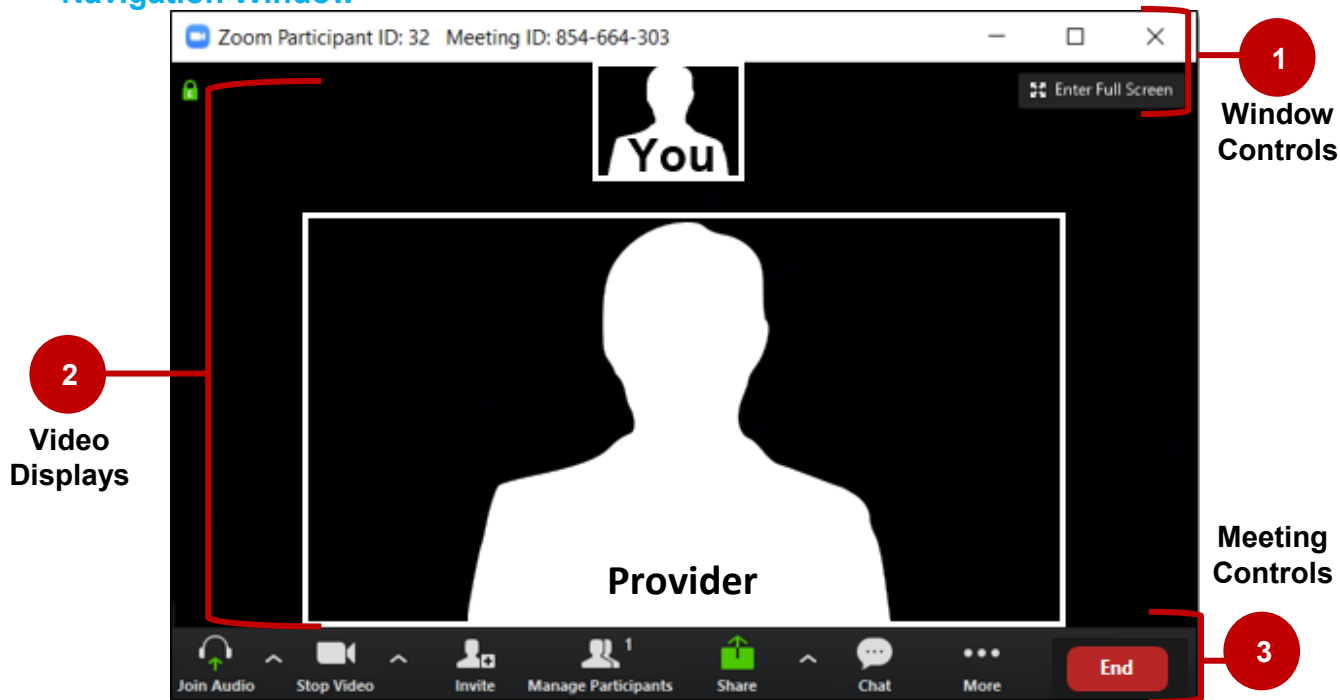
1. Log into your **MyChart Account**, mychart.connecticutchildrens.org or the MyChart App.
2. Click/tap **Begin Visit** next to the upcoming appointment.
3. Click/tap **Zoom Test**.

Follow the on screen prompts to complete the testing.

When you are ready to start the Video Visit (appointment day), follow steps one and two (above) and then click **Begin Visit**.



Navigation Window



1	Window Controls	Minimize, Maximize or Exit
2	Video Displays	Click to enlarge Zoom applications to fill entire monitor. Press ESC on your keyboard (top row, left hand side) to show desktop.
2	Video Displays	Video displays a picture-in-picture format; you see the video of your provider (larger video) and a video of you (smaller video). To adjust and reposition click and drag the edges of each video window.
3	Meeting Controls	During a meeting, the Meeting Controls toolbar is hidden, place your mouse over the bottom of the video screen to see icons as shown above (Note, the icons you may see might differ slightly depending on the account you have). Icons described from left to right; star denotes icons used most frequently:
		<ul style="list-style-type: none"> ★ Join Audio – Click to add audio, once connected to audio, click again to mute your mic. From the phone, make sure to enter you participant ID # to link your call. ★ Stop Video – Click to stop (pause), click again to start (resume) video session. <ul style="list-style-type: none"> • Invite – Invite others to your meeting (by email address). ★ Manage Participants – Open the participants' window. <ul style="list-style-type: none"> • Share – Click to share information on your laptop or desktop. ★ Chat – Opens a text window so you can write a message to your provider. <ul style="list-style-type: none"> • More – Displays more tools. • End – Terminates the video visit session. You see a message asking you to: <ul style="list-style-type: none"> ○ <i>End Meeting for All</i> – Closes the meeting for ALL participants. ○ <i>Leave Meeting</i> – You exit the meeting but it continues for all other participants.

What if I get disconnected during the Video Visit?

1. Log back into **MyChart** and then click/tap on your **Begin Visit**.
2. Click/tap the **Begin video visit**. You are re-connected to your Video Visit.

Note: If you are still unable to re-connect, the doctor will call you at the number that you gave at the beginning of the Video Visit and ask you if you want to continue with a phone visit (audio only), re-schedule another Video Visit, or schedule a live visit.

Questions about your Video Visit?

- For technical difficulties with the MyChart site or your video connection, please call our *MyChart Support Line* at 860-837-6500.
- For clinical questions, please reach out to the healthcare team.

System Requirements and Support Versions

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth
- A webcam or HD webcam - built-in or USB plug-in
- Supported web browsers: Internet Explorer 7 or later, Firefox, Chrome, or Safari 5 or later
- Supported PC and Laptop Operating Systems:
 - Mac OS X with MacOS 10.7 or later
 - Windows 10
 - Windows 8 or 8.1
 - Windows 7
- Supported Tablets and Mobile Phones:
 - iOS 7.0 or later:
 - Send and receive video using front or rear camera
 - iPhone 4 or later, iPad Pro, iPad Mini, iPad 2 or later, iPod touch 4th Generation, iPhone 3GS (no front facing camera)
 - Android 4.0x or later
 - Kindle Fire HD