

How to get ready for your Video Visit.

Want to be ready for your child's Video Visit with their doctor before it begins? Below is a checklist of what you need for a Video Visit. **Note: Children under the age of 18 will not be able to start the Video Visit.**

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

Apple or Android Device

1. On your mobile device, open the **Apple Store** or **Android Marketplace**.
2. Search for **Zoom Cloud Meetings**.
3. Download **Zoom Cloud Meetings**.

- Download and install the **FREE Connecticut Children's App (recommended)** or **MyChart App**.

Apple or Android Device

1. On your mobile device, open the **Apple Store** or **Android Marketplace**.
2. Search for **Connecticut Children's** or **MyChart**.
3. Download **Connecticut Children's** or **MyChart**.

- Three days prior to your child's 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).

How do I start the eCheck-In process?

To complete your child's **eCheck-In**, log into your **MyChart Account** (can be done up to three days prior to the appointment) on your mobile device through the *MyChart* or *Connecticut Children's App* and select the **child's profile** you would like to view. Then follow the steps below. **Note: You will only have the Copay section appear if you owe a balance.**

1. Under the *Activities* sections, tap **Appointments**. The *Appointments Screen* loads.
2. Tap **eCheck-In** under the desired appointment. The *eCheck-In* screen loads.

There are two parts to the eCheck-In process, *Sign documents* and *Payments*.

First, you see document(s) that need to be reviewed and e-signed

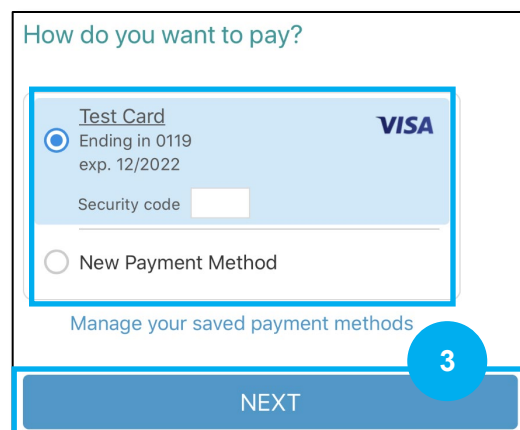
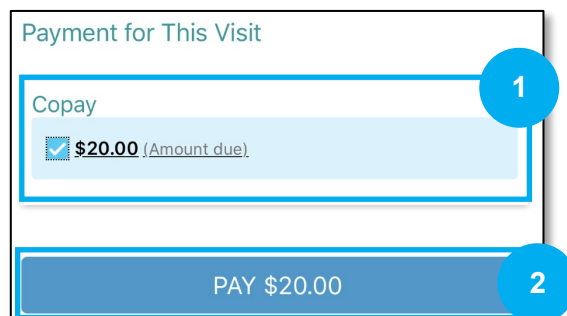
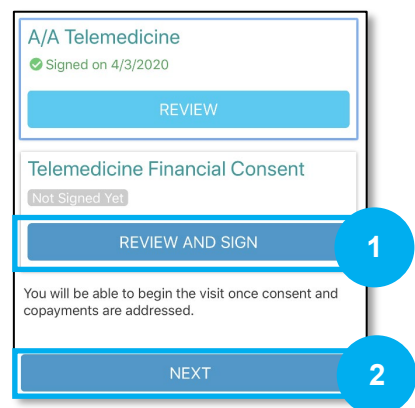
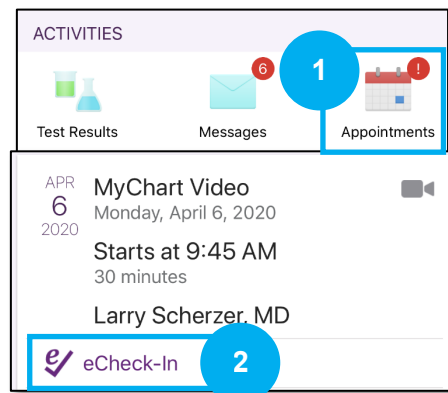
1. Tap **REVIEW AND SIGN** to open the document and follow the on screen prompts. You can see if a document was successfully signed by a  green checkmark with the date the document was signed. Once all the document(s) are signed, the *Next* button activates.
2. Tap **NEXT**.

Next, is the *Payments* screen.

1. Select the **checkbox next to your copay**. (If you have concerns about the ability to pay the copay, please contact the office immediately, as you do not have the ability to start the Video Visit without having this resolved. They are happy to discuss options with you.)
2. Tap **PAY**. The *How do you want to pay?* screen loads.
3. Either select an **existing payment option** or add a **New Payment Method** and then tap **Next**.

Review your payment and tap **Next**. The *Payment Confirmation* screen loads. **! Your payment processes the day you check in for your appointment.**


You have now successfully completed the eCheck-In process!



Video Visit Patient and Family Guide – Mobile Device

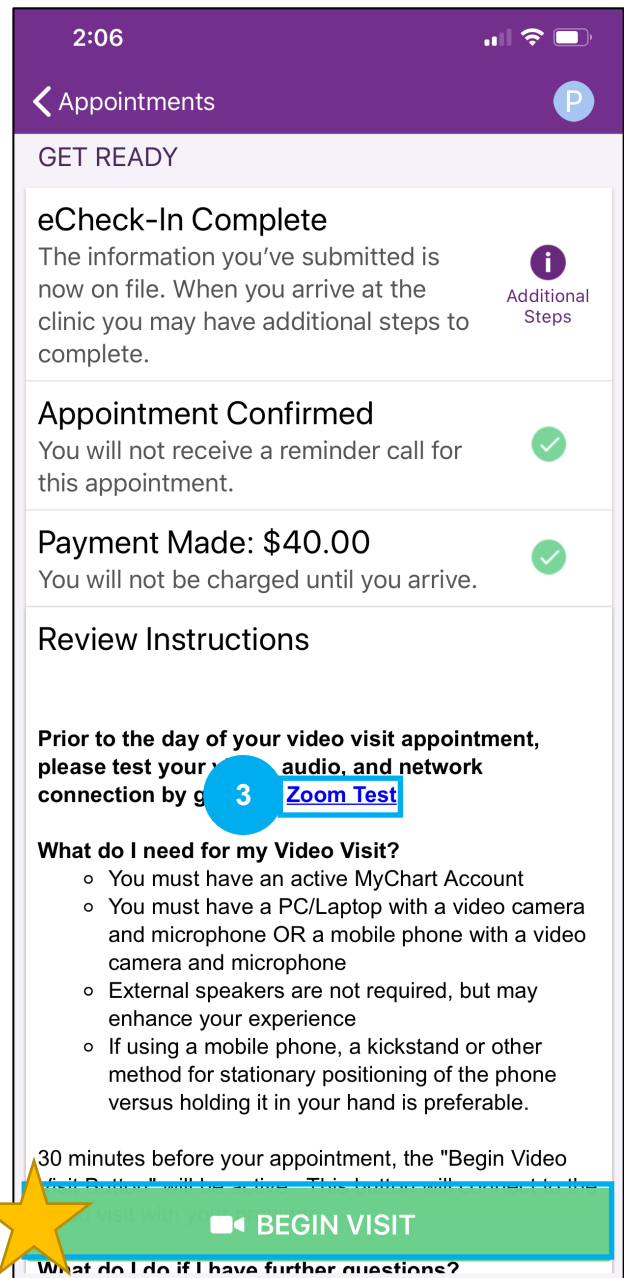
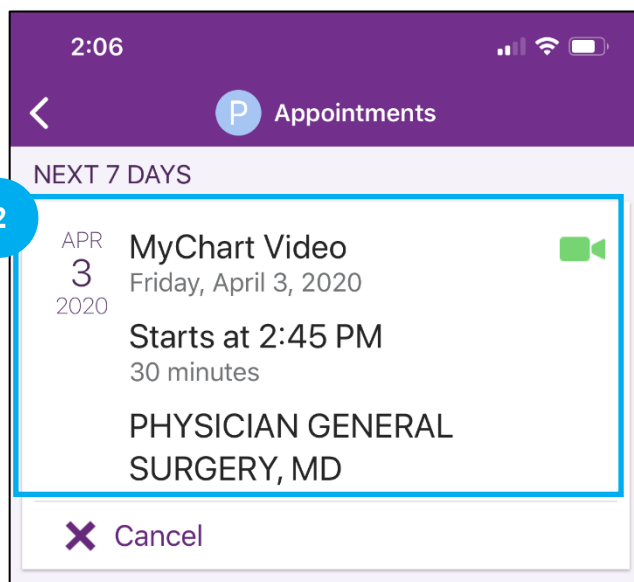
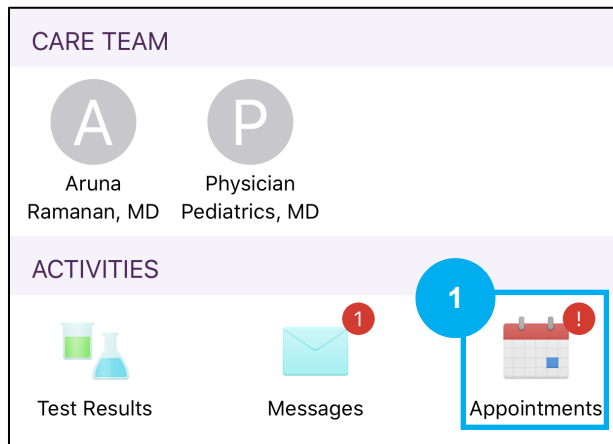
Now that you are eCheck-In, let's test your Audio and Video.

Testing your *video, audio, and network connection* is easy and can be done in three steps! First, log into your **MyChart** account on your mobile device from the app and then follow the steps below:

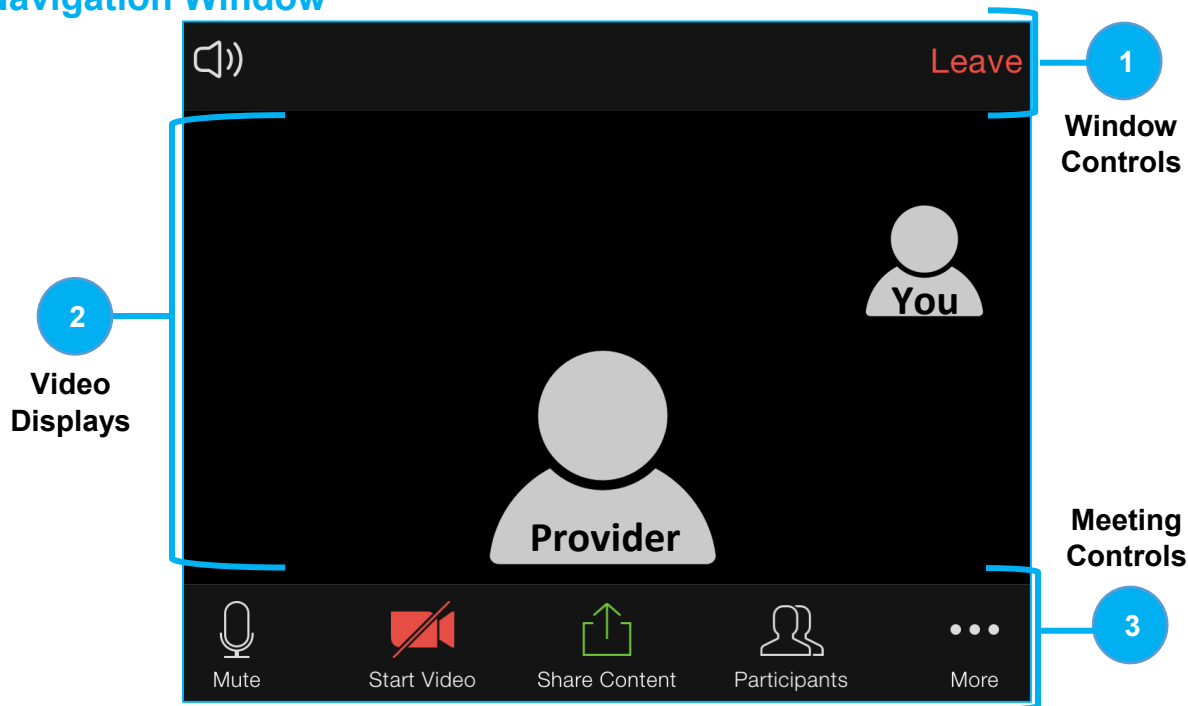
1. Tap **Appointments**. The *Appointments Screen* loads.
2. Tap on your **child's Video Visit Appointment**. (Indicated with the  *green video icon*) The *Appointment Details Screen* loads.
3. Tap **Zoom Test**. Follow the prompts to test your video and microphone.





When you are ready to start your child's Video Visit (on the day of your appointment) follow steps one and two (above) and then click **Begin Visit** on the *Appointment Details* screen.



Navigation Window



1	Window Controls	 Turn the sound for the meeting on and off.  Leave Leave/End terminates the Zoom 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
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).
3	Meeting Controls	During a meeting, the Meeting Controls toolbar is hidden. Tap 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"> ★ Mute – Tap to mute your mic and tap again unmute. ★ Start Video – Tap to start video, tap again to stop (pause) video session. <ul style="list-style-type: none"> • Share Content – Tap to share information from your screen, photos, iCloud or Google drive, Microsoft OneDrive, website URL, and bookmarks. ★ Participants – Tap to see additional options to chat, invite, mute all or unmute all participants. <ul style="list-style-type: none"> • More – Tap to see additional options to chat, meeting settings, minimize meetings, virtual background, or disconnect audio. <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 your Video Visit?

1. Return to your **MyChart** home page.
2. Click the **Appointments**.
3. Click on your **child's Video Visit Appointment**.
4. Click the **Begin Visit** button. You are re-connected to your Video Visit.

Note: If you are still unable to re-connect, your child's 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 your child's 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