

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 **computer** 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 computer.

How to download Zoom

1. On your computer, open the site <https://connecticutchildrens.zoom.us/download>.
2. Click **Download** for the *Zoom Client for Meetings*.
3. Install **Zoom Client for Meetings**.

- 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.

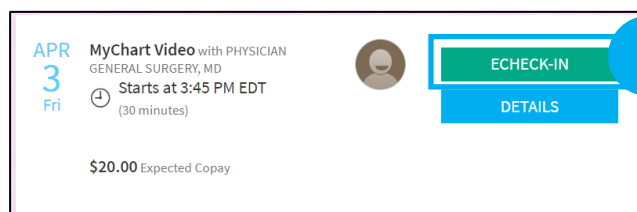
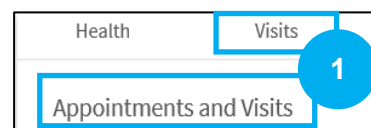
Additional tips that can enhance your Video Visit experience:

- 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?

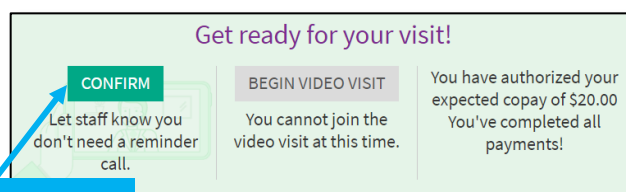
To complete your child's *eCheck-In*, log into your **MyChart Account** (mychart.connecticutchildrens.org) (this can be done three days prior to the appointment) and select the **child's profile** you would like to view. **Note: You will only have the Copay section appear if you owe a balance.**

1. Hover over **Visits** and select **Appointments and Visits**. The *Appointments* screen loads.
2. Click **ECHECK-IN** on the desired appointment. The *eCheck-In* screen loads.



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

! If you entered a payment, it processes the day you check in for your appointment.



You can even confirm your appointment.

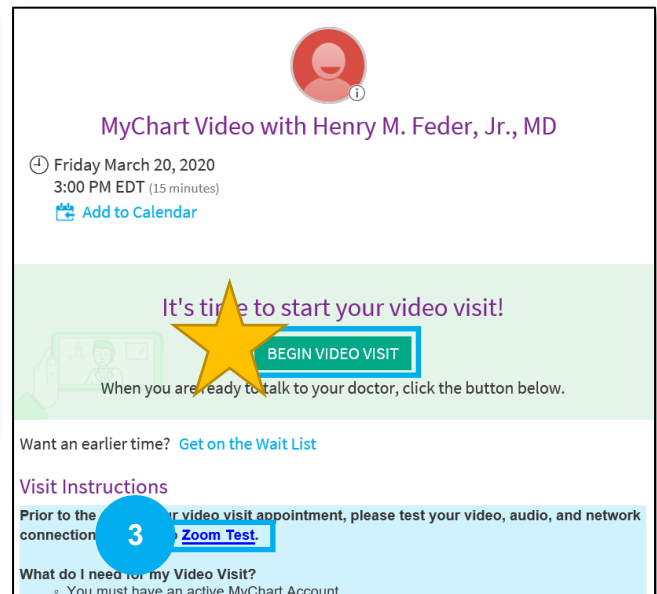
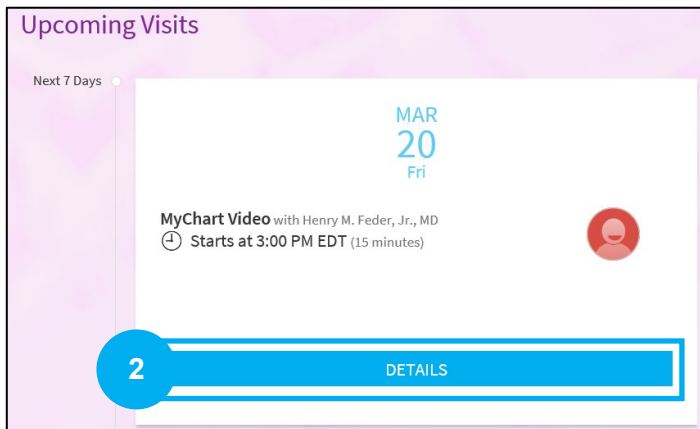
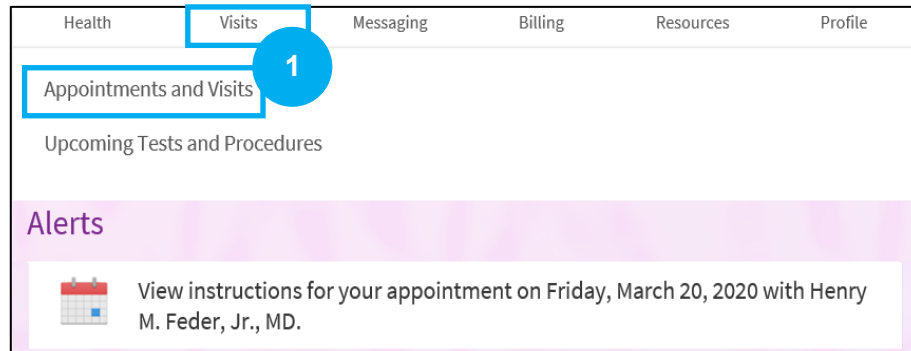
Video Visit Patient and Family Guide - Computer

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

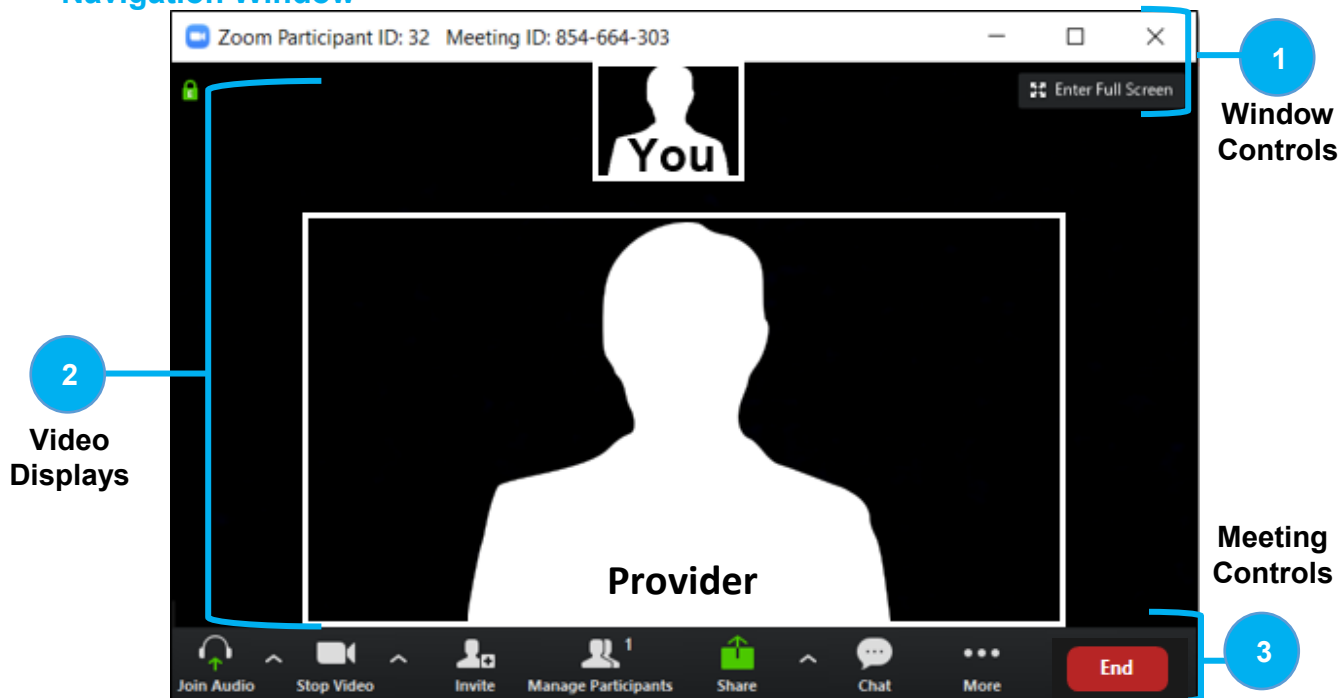
Testing *your video, audio, and network connection* is easy and can be done in three steps! First, log into your **MyChart Account** (mychart.connecticutchildrens.org) on the computer and follow the steps below.

1. Hover over **Visits** and select **Appointments and Visits**. The *Appointments Screen* loads.
2. Click on your **child's Video Visit Appointment**. (Indicated with the text *MyChart Video*) The *Appointment Details Screen* loads.
3. Click **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



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| 1 | Window Controls | Minimize, Maximize or Exit Enter Full Screen 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 your Video Visit?

1. Return to your **MyChart** home page (mychart.connecticutchildrens.org).
2. Hover on **Visits**, and select **Appointments and Visits**.
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