

Telehealth visits— patient accessing via MyChart

Prepare for your video visit:

To ensure a smooth connection, complete the following tasks well in advance of your video visit:

If you are using a mobile device or tablet:

- Make sure you download the VidyoConnect App prior to your visit. You can find VidyoConnect on your device App Store (App store or Google Play).

If you are using a desktop computer:

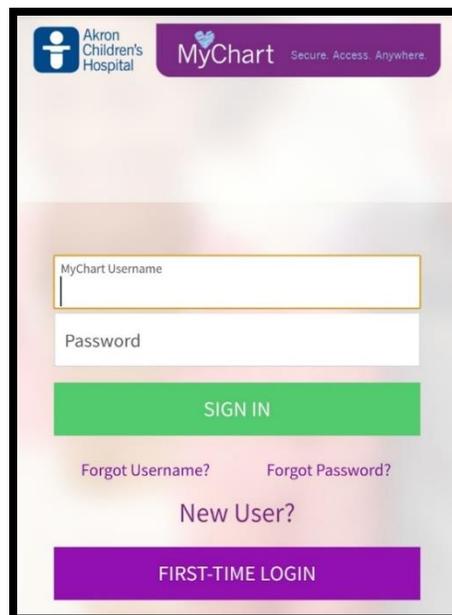
- Make sure you have a webcam set up. This can be a webcam that's part of a computer or a separate USB webcam.
- Make sure you've installed VidyoConnect prior to your visit. You can download VidyoConnect by entering the following web address into your web browser: <https://telehealth.vc.chmca.org>

For more information please see tip sheet, [Accessing MyChart & VidyoConnect for Telehealth Visits](#)

Connect to the video visit

You can connect to the video visit 30 minutes prior, up to 90 minutes after your scheduled Video Visit appointment time.

1. Log in to your MyChart Account.

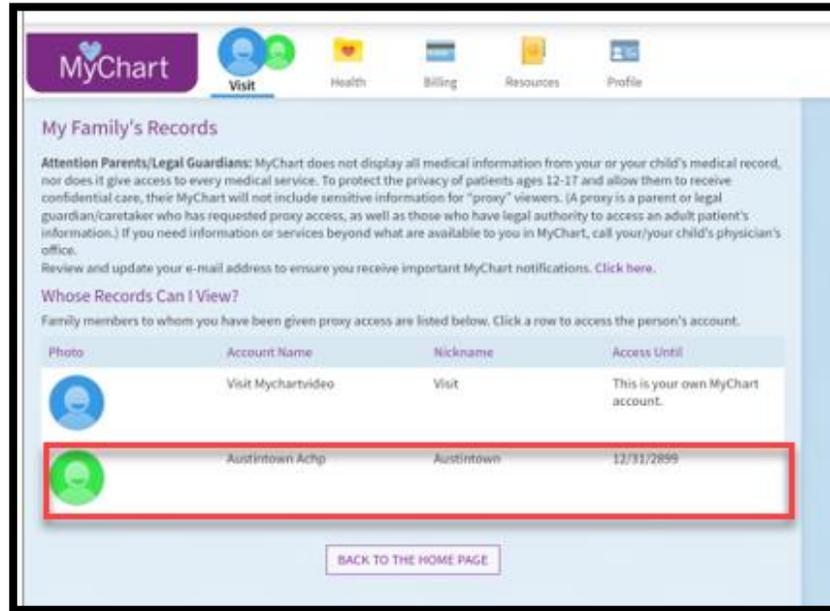


The screenshot shows the MyChart login interface. At the top left is the Akron Children's Hospital logo. To its right is the MyChart logo with the tagline 'Secure. Access. Anywhere.'. Below the logos are two input fields: 'MyChart Username' and 'Password'. A green 'SIGN IN' button is positioned below the password field. Underneath the sign-in button are two links: 'Forgot Username?' and 'Forgot Password?'. Below these links is the text 'New User?'. At the bottom of the form is a purple button labeled 'FIRST-TIME LOGIN'.

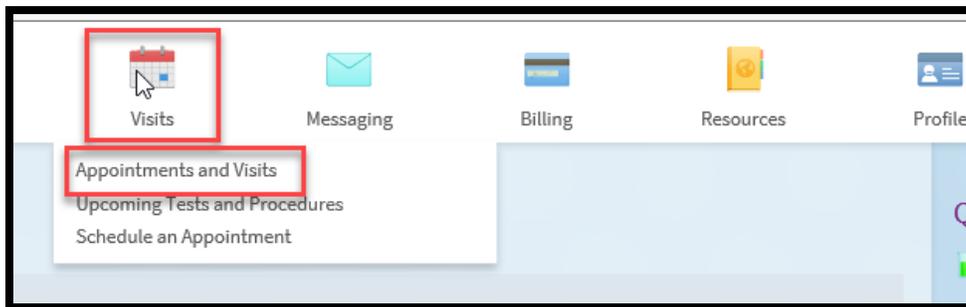
PLEASE NOTE:

If you have additional children who have a visit with the same physician, scheduled back to back through MyChart, you will need to follow steps 2-6 for each visit.

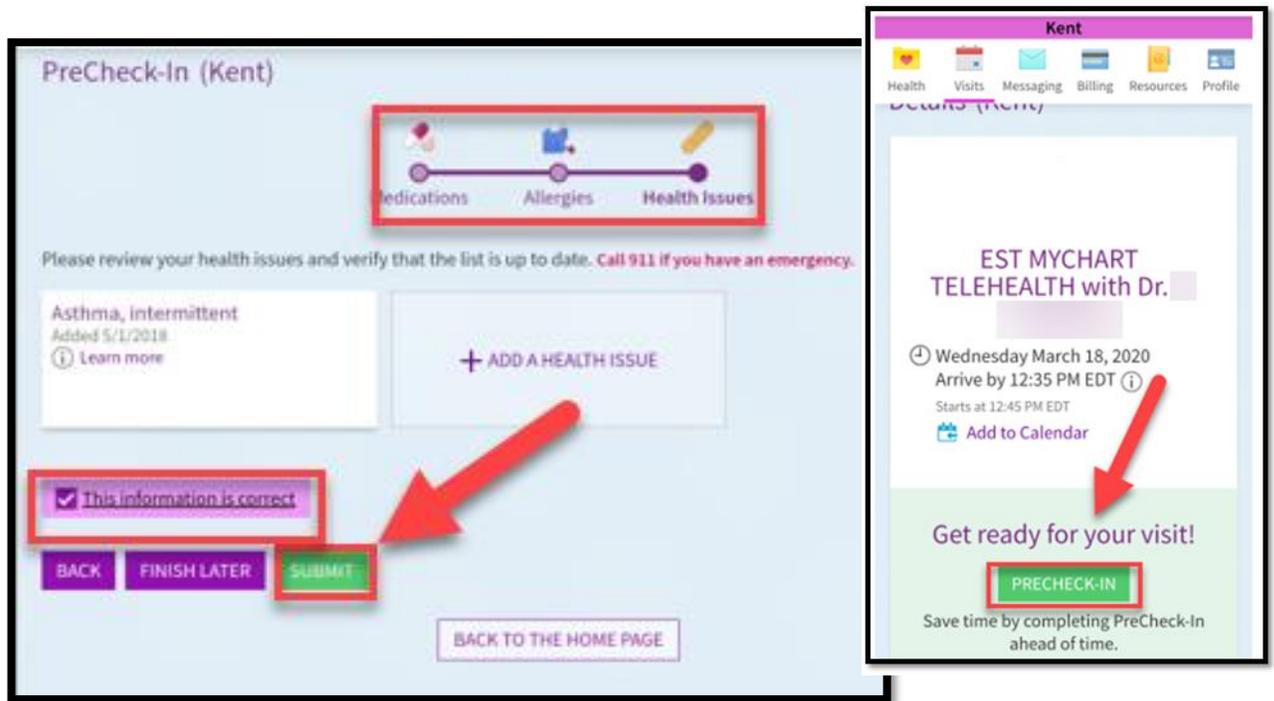
2. If you are a guardian/proxy to multiple patients, select the patient who is scheduled for the telehealth visit.



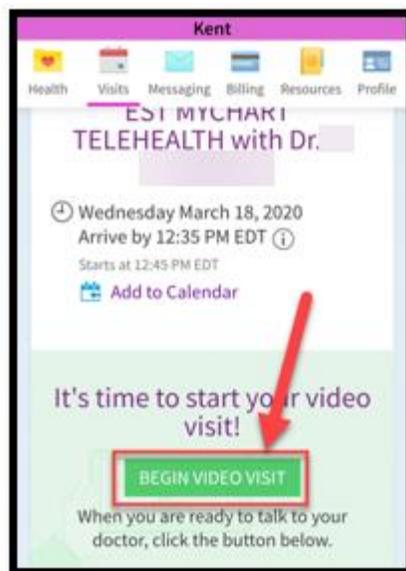
3. Navigate to the "Appointment Details" page to view the appointment information by clicking on the appointment from the home page.
 - You may also view your appointment by Visits > Appointments and Visits.



4. The patient/proxy will then complete the pre-check in process, verifying all information (including meds, pharmacy, allergies) are current and up to date.
 - a. Once this has been completed, select the **Submit** button.



5. Select **Begin Video Visit**.



6. The VidyoConnect Application will then launch. Click **Join**.
 - a. **Note:** If you have not done so already, it will prompt you to download VidyoConnect. After download is complete, you will need to navigate back to the "Appointment Details" screen and select the "Begin Video Visit" button again.
7. Once connected, you may see "**You're the only person in the call.**" This will display until a clinical staff member or the provider has joined the call.
8. Once the provider has joined the call, you will see the provider's video on the screen.



If you get **disconnected** from the visit, please go **back into MyChart** and click the **Rejoin** button.

If you are having trouble getting connected to your video visit, please call our MyChart Helpdesk at 330-543-4400.

