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 MyChart App prior to your visit. MyChart can be found on your device App Store (App store or Google Play).
• Open the MyChart App and search for Akron Children’s Hospital then click Add organization.

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.

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.

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. 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.

7. 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.
**MyChart Telehealth Visits Helpful Tips**

Below are some helpful tips when connecting to your virtual visit.

**When should I connect to the Visits?**

- You can connect 30 minutes prior to your scheduled appt time. It is recommended that you join at least 15 minutes prior to ensure you can connect successfully.
- If you are going to be late to your appointment you should contact the department to let them know. They may need to reschedule.

**How can I improve my internet/Wi-Fi connection?**

- Connect to Wi-Fi if possible (preferably not a hotspot). If you must use a hotspot, then place the hotspot near a window to receive a better signal.
  - Being closer to the hotspot will also help improve the wireless signal
  - Disconnect other devices from the Wi-Fi or hotspot if possible

**Sounds and Video**

If you or the provider are having trouble hearing or seeing each other, check to make sure you allowed the MyChart App access to your Camera and Microphone.

**iOS devices**

To check theses setting on an iOS device go to **Setting>Privacy>Microphone** and scroll down to the app to make sure it is toggled on by the green indicator. Follow the same steps for the Camera **Privacy>Camera** and scroll down to make sure it is toggled on.
If you have allowed MyChart access to your Microphone and Camera and you are still having an issue, exit the video visit and rejoin the call in MyChart.

**Android devices**
You will need to go into your phone **Settings>Apps** and search for the MyChart App and make sure you allow access to Camera and Microphone.

**Apps** – Search in your apps for MyChart and ensure you have the **Camera and Microphone set to allow**.

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**Video Tool Bar**

- Boost the sound volume quickly
- Toggle your speaker on/off
- Blur your background
- Reverse the camera
- Share your screen
- Chat with participants
- More options
- Disable the camera and participant video
- Toggle your video on/off
- Toggle your audio on/off
- See number of participants and who is on the call
- Disconnect from the call
If you are still having issues from the mobile device MyChart app, you can access the appointment through the MyChart Website on your mobile device by going to: https://mychart.akronchildrens.org and launch the visit.

**MyChart Support- Call the MyChart Helpdesk at 330-543-4400**

- **If you cannot get into your MyChart account:** Try resetting your password. If that does not work call the MyChart Helpdesk at **330-543-4400 and select option 2**. MyChart Helpdesk is open: Monday – Friday 8A-4:30PM

- **For questions or difficulty connecting to a MyChart Telehealth Visit:** Call the MyChart Helpdesk at **330-543-4400 and select option 1** from the menu to connect to the MyChart Telehealth Support line.

- Please refer to additional resources for MyChart virtual visits on Akron Children’s website at: https://www.akronchildrens.org/MyChart_virtual_visits/