# Your child's first video visit: eCheck-in and joining the visit

Before your first video visit, you must confirm your personal information, upload insurance information, complete a health history questionnaire and sign e-consent forms through MYchart. This is called eCheck-in.

Step 1: If you are new to MYchart, you will need to activate your account. Click here to learn more. Activation can be completed through an Internet browser or mobile device. If using a mobile device, download the MYchart app from the Google Play store or Apple Store.

Step 2: Once setup is complete, go to the MYchart home page to sign in with your username and password. You will need to verify your identity using Two-Factor Authentication. Your browser or device can be authorized to skip this step for 180 days by checking "skip this step next time" when signing-in.
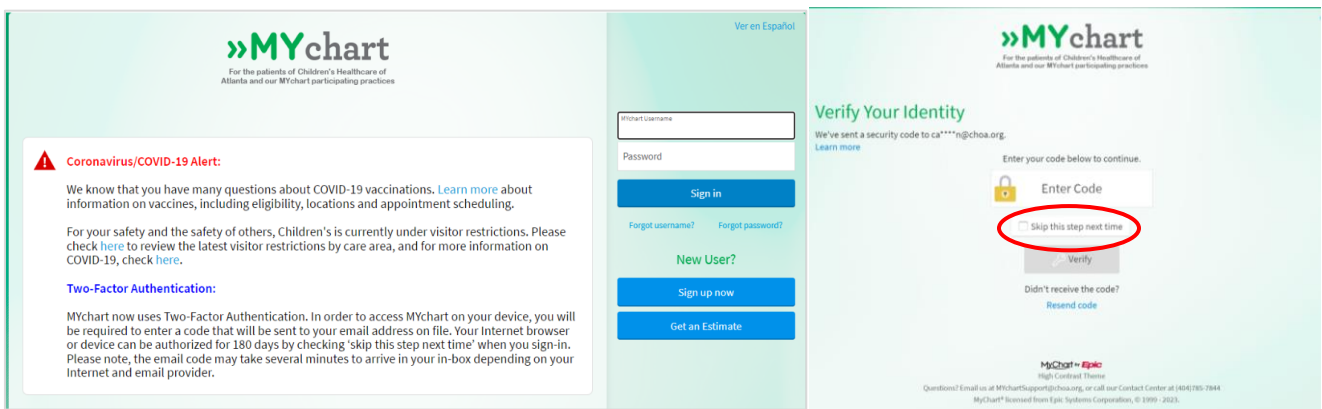
Step 3: Once signed in, select the patient you would like to view by the name drop-down in the top right-hand corner, or viewing from the main Welcome page, you will see upcoming appointments in your health feed.
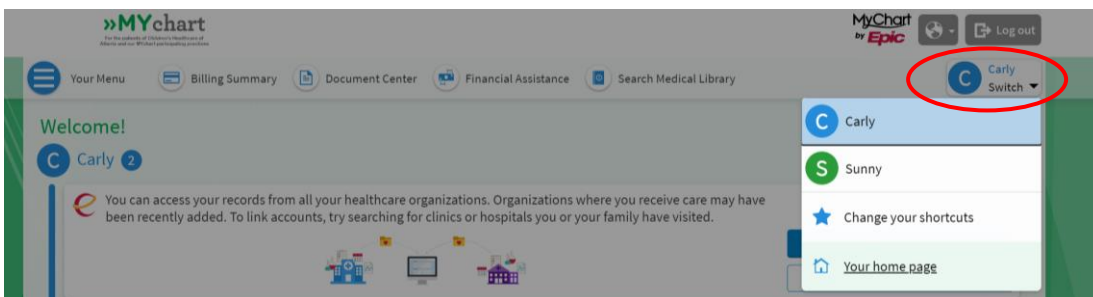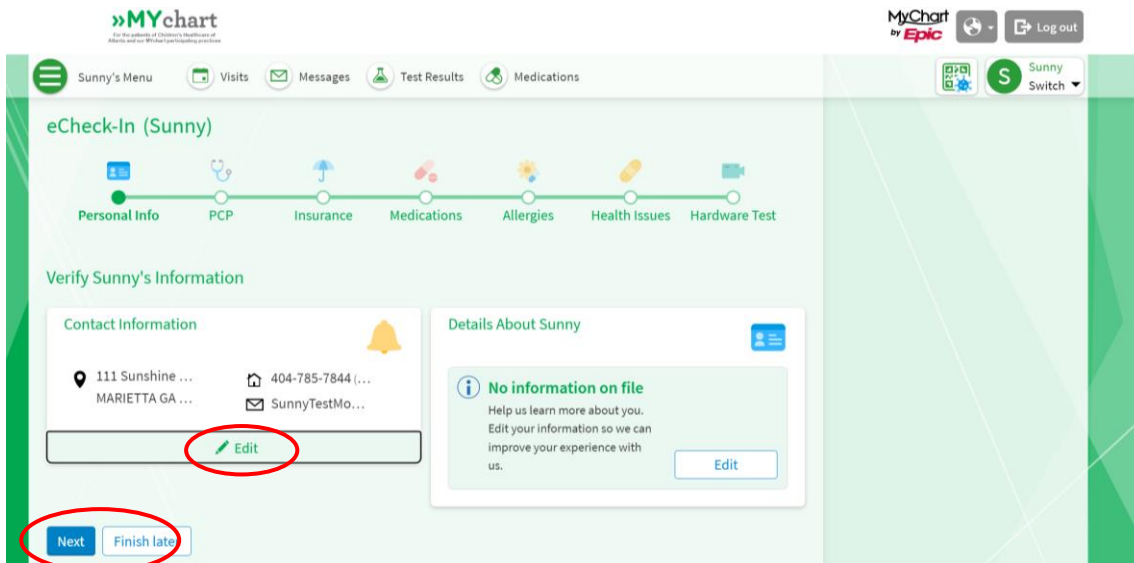
Step 4: Select the correct appointment and click the blue **eCheck-in** button. If you have already completed eCheck-in, skip to Step 14.
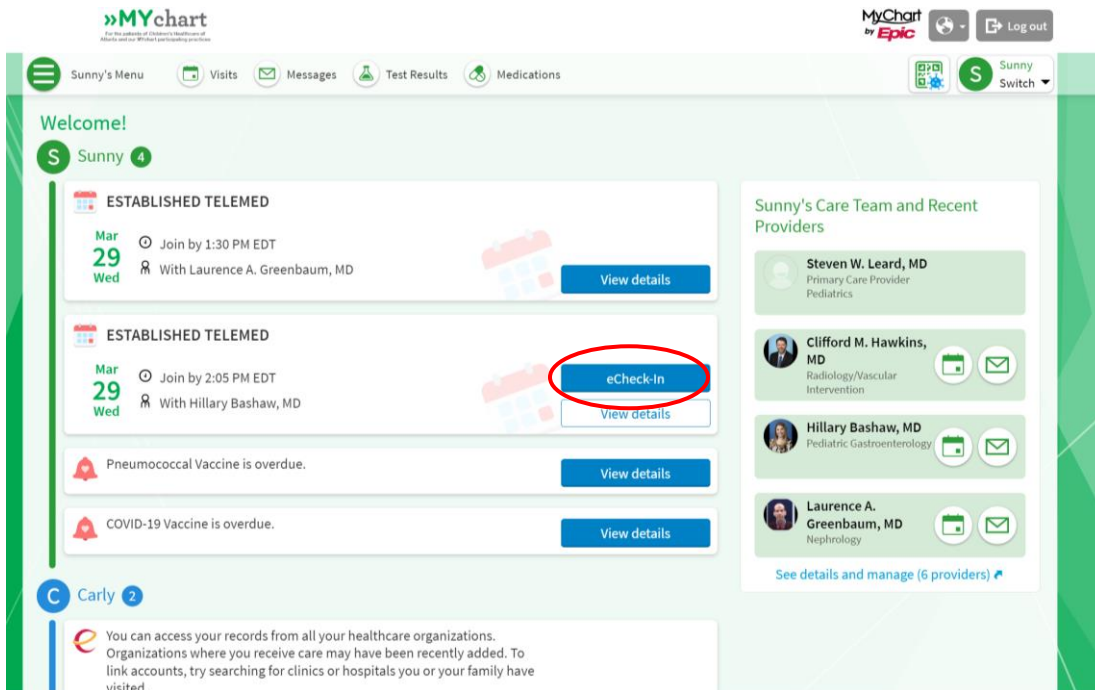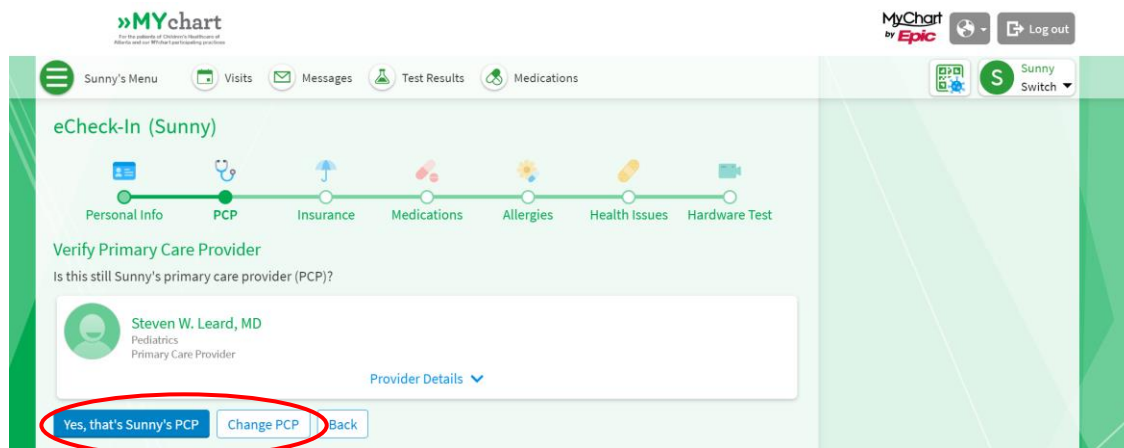

Step 5: Complete the information on the Personal Info page.

- Use the **Edit** buttons to add or change information.
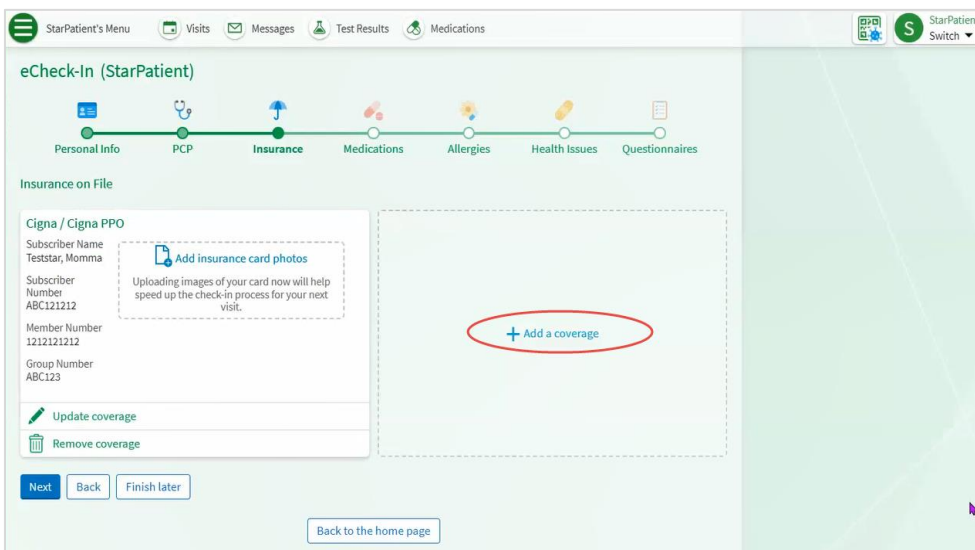
- Then, click the blue **Next** button.

Step 6: Confirm or complete the information on the PCP page.

- Click **Yes, That's *Patient's* PCP** if the primary care provider (PCP) information is correct.

- Click **Change PCP** to search for and change the primary care provider (PCP) if the one listed is incorrect. Then, click the blue **Next** button.

Step 7: Complete the information on the Insurance page.

- If the patient's information has not been entered:

  - Click **Add a coverage** to enter the requested information.

  - Upload photos of the front and back of your insurance card.

  - Once information is uploaded and correct, click the blue **Next** button.

- If the patient's information has already been entered like the example listed above, you can:

  - Click the blue **Next** button if it is correct.

  - Click **Update coverage** to make changes if needed. Then, click the blue **Next** button.

  - Click **Remove coverage** if the patient no longer has the same insurance. Then, click the blue **Next** button.

**Step 8:** Complete the information on the Sign Documents page.

- If applicable, documents requiring a signature will appear. This step may not be required if no forms with signatures are required for the specific visit.

- Click the blue **Review and sign** button for each required form to complete an e-signature.

- After signing, click the blue **Accept** button.

Please review and address the following documents.

Step 9: Complete the information on the Medications page.

- Confirm the medication details listed under **Current Medications** are still correct.

- Click **Report a medication** to add any medications that are not listed.

- Click **Remove** for any medications the patient is no longer taking.
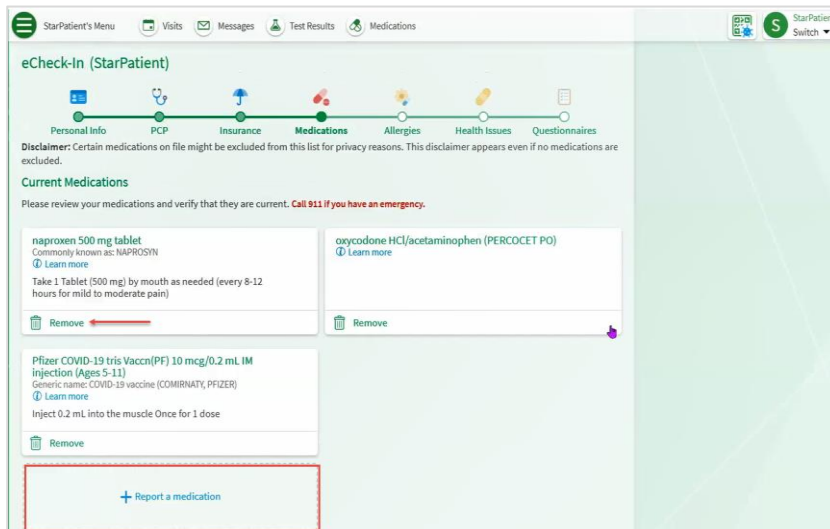
- Scroll to the **Select a Pharmacy for This Visit** section to add the pharmacy you would like to use.

  - If it has already been entered, select the pharmacy listed. Then, click the blue **Next** button.

  - If it has not already been entered, click **Add a pharmacy** to enter the correct information. Then, click the blue **Next** button.
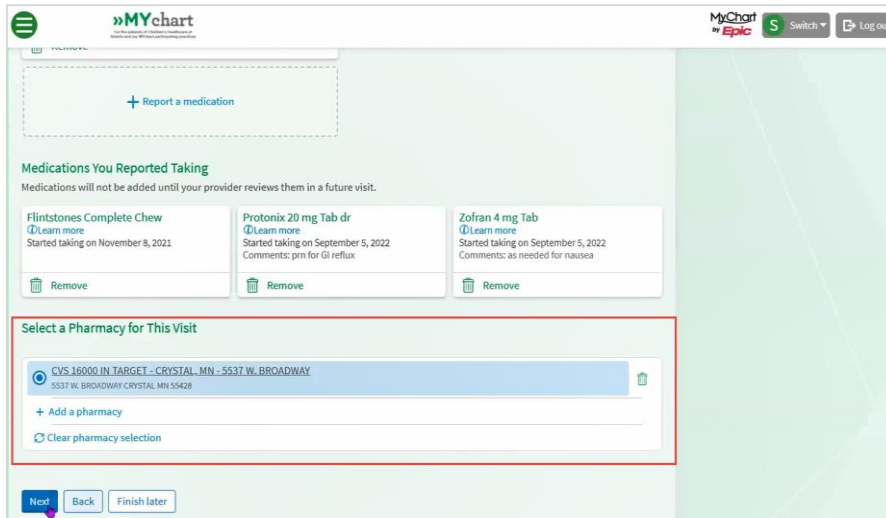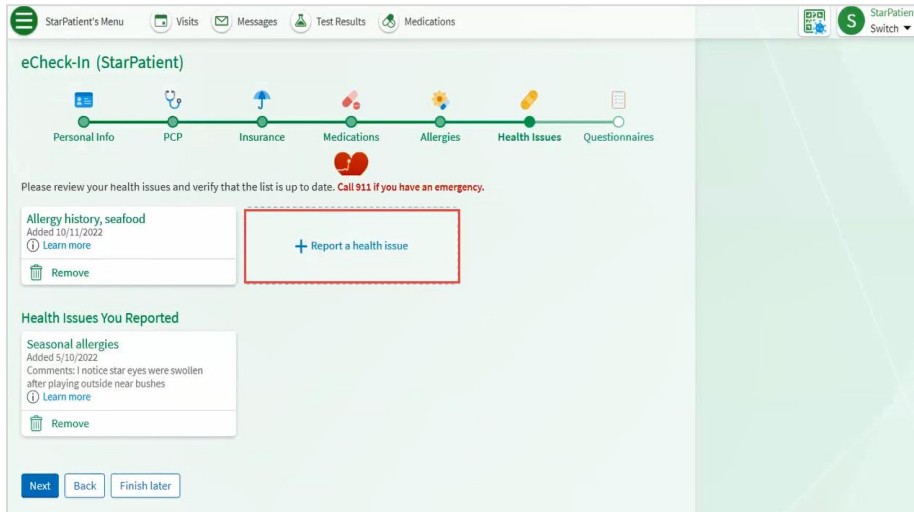
Step 10: Complete the information on the Allergies page.

- Confirm any medications allergies listed. Click **Report an allergy** to add any not listed.

- Click **Remove** for any allergies that should not be listed.

- Then, click the blue **Next** button.
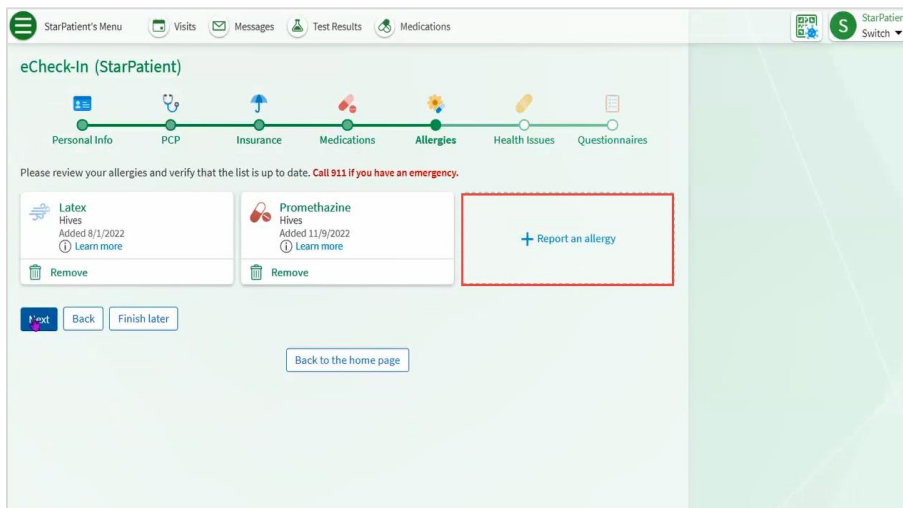
Step 11: Complete the information on the Health Issues page.

- Confirm any health issues listed. Click **Report a health issue** to add any not listed.

- Click **Remove** for any health issues that should not be listed.

- Then, click the blue **Next** button.

Step 12: Complete the information on the Questionnaires page under General Intake.

- Click the answer to each question. You may click more than one answer.

- When finished with each page, click the blue **Continue** button.

- After answering all questions, confirm your responses and click **Submit** if everything is correct.
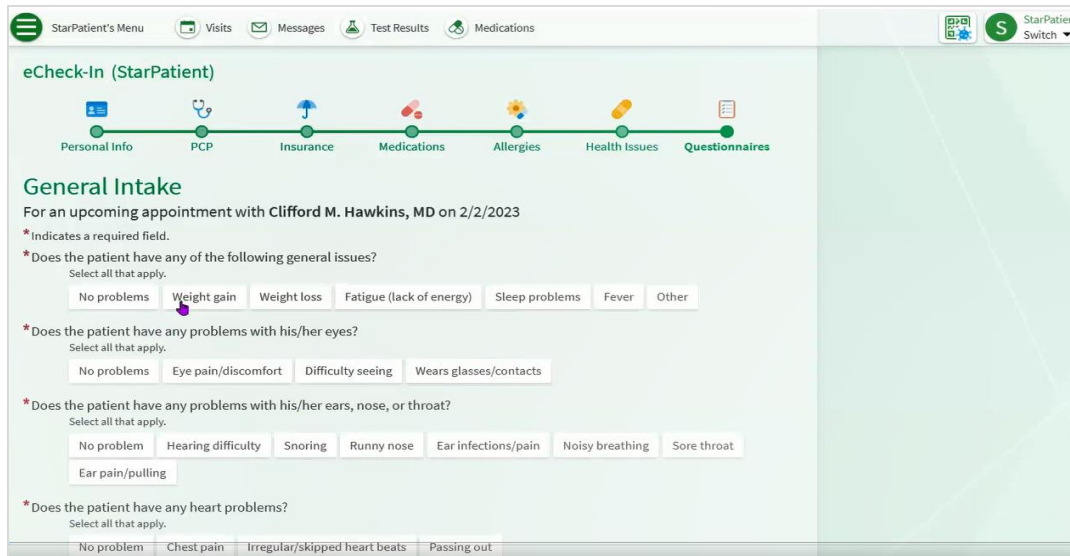

Note: The General Intake questions you see may vary depending on the clinic or provider you are scheduled to see.

Step 13: Complete the Hardware Test to ensure your browser and device are set up correctly to complete a virtual Telehealth visit. Click the blue **Test Hardware**. This will launch a separate window to allow the system to complete a Hardware Test of the camera and microphone. You can also choose to blur your background and test the speaker.

Once Hardware Test is complete, close the new browser and return to MYchart.

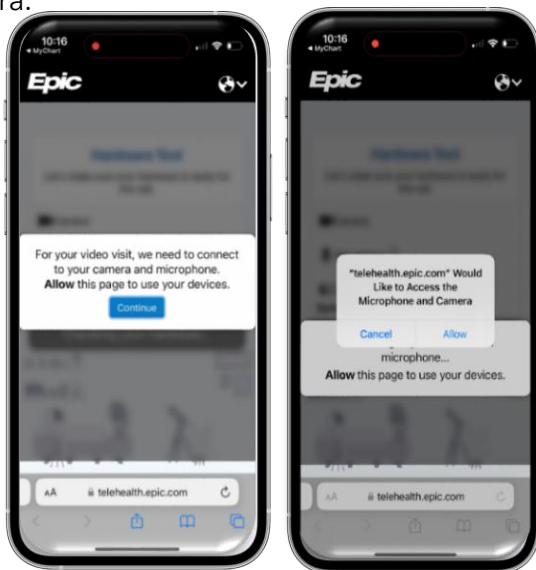Once completed click the blue **Submit** button.
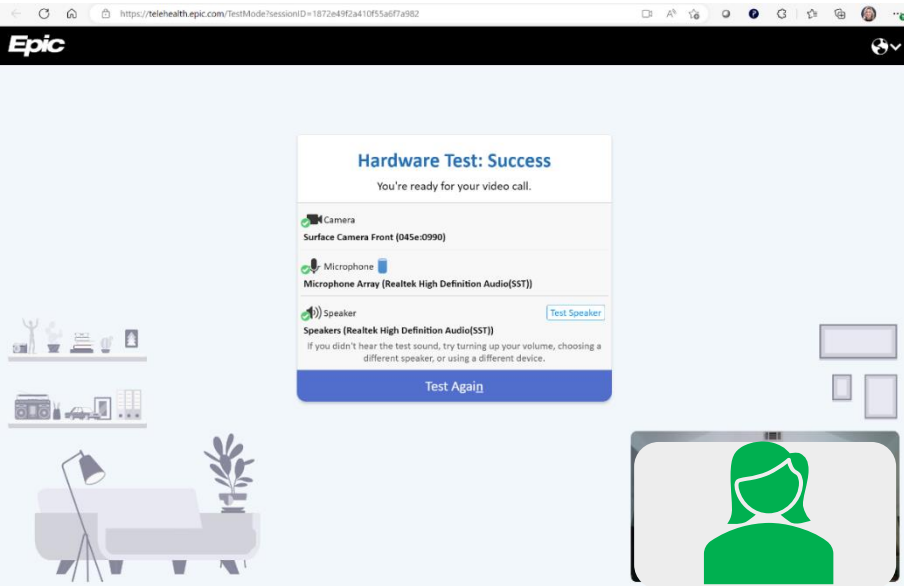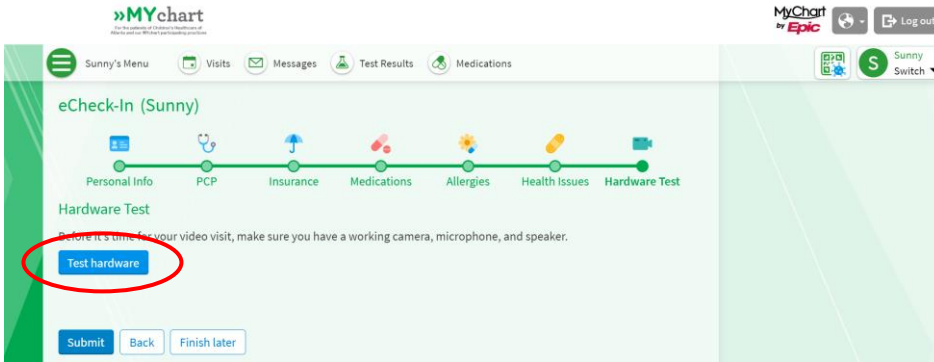
Camera: Can you see yourself?

Microphone: Can you see the audio bar moving when you talk out loud?
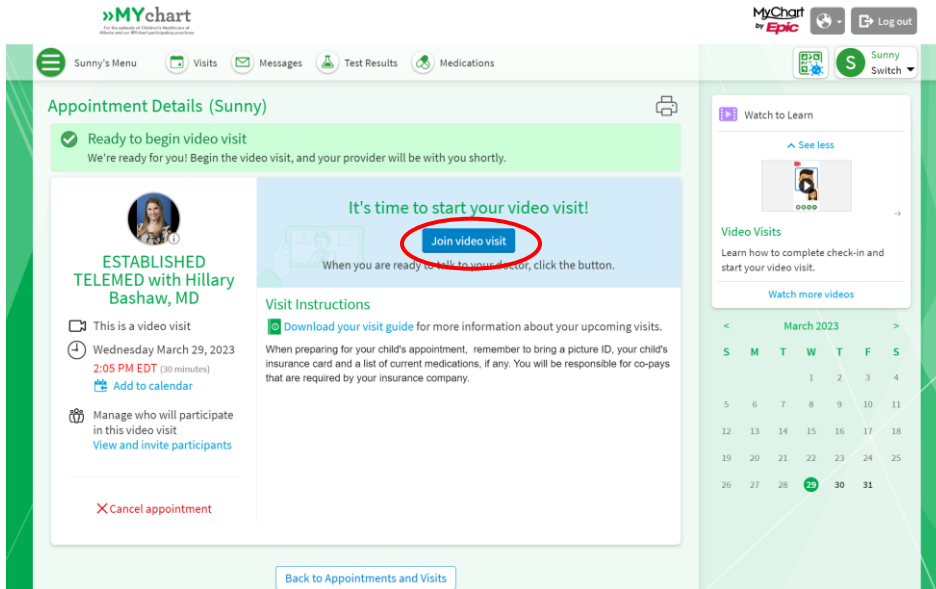
Speaker: Select play. Can you hear the test audio?

If using a mobile device, you will be prompted to allow access to your device's microphone and camera.


The eCheck-in process is complete. Be prepared to complete the eCheck-in process before each video visit.

Step 14: Click the blue **Join Video Call** button if it is time for your video visit.

Alternate step 14: You can complete the eCheck-in process up to 7 days before your scheduled video visit. If you choose to do this, just click the blue **Join Video Visit** button when you are ready to start your appointment.

Additional Option: You may choose to invite additional participants to join the video visit by clicking **View and invite participants**. Additional participants will not be able to start or join the visit without you joining first.
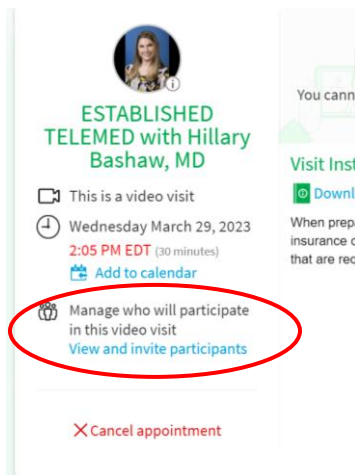
Step 15: Wait for members of your care team to join.

If you have questions or issues with completing your eCheck-in process please visit MYchart for Patient Families | Children's Healthcare of Atlanta (choa.org) or call 404-785-7844.