

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



Children'sSM
Healthcare of Atlanta

Before beginning your first virtual 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.

Step 2: Download the MYchart app if you would like to join a Children's virtual visit using your cell phone or tablet.

For the patients of Children's Healthcare of Atlanta and our MYchart participating practices

You are now successfully signed up for MYChart!
Please [navigate to the MYChart website](#) or download the mobile app using the links below.



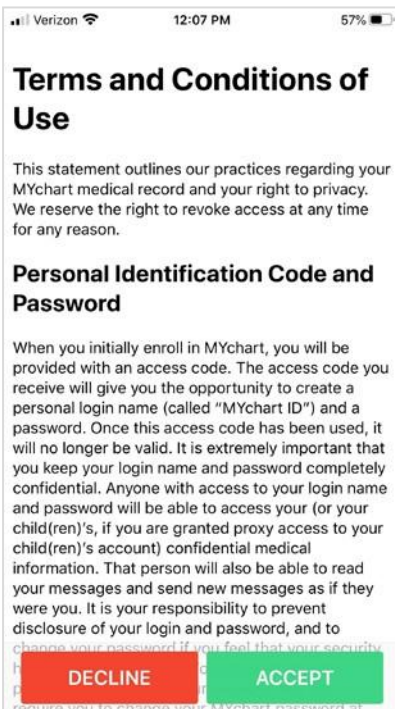
Step 3: Open the MYchart app. Click the blue 'MYchart Login' button.



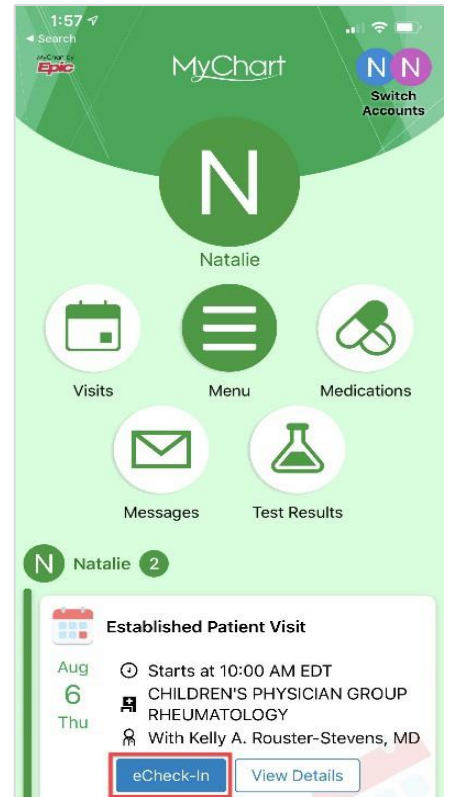
Step 4: Sign in with your username and password.



Step 5: Review and accept the 'Terms and Conditions of Use' by clicking the green 'Accept' button.

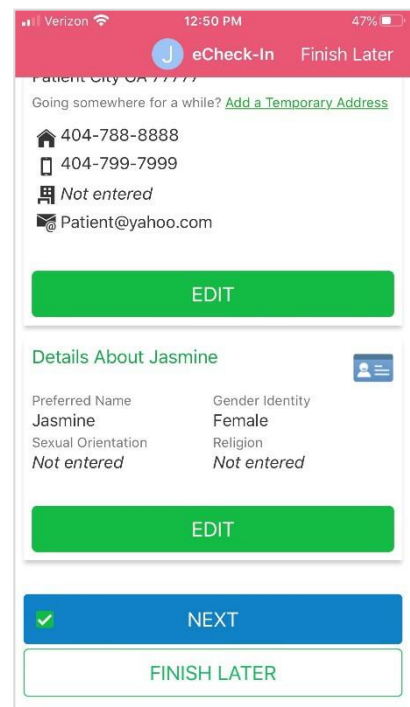
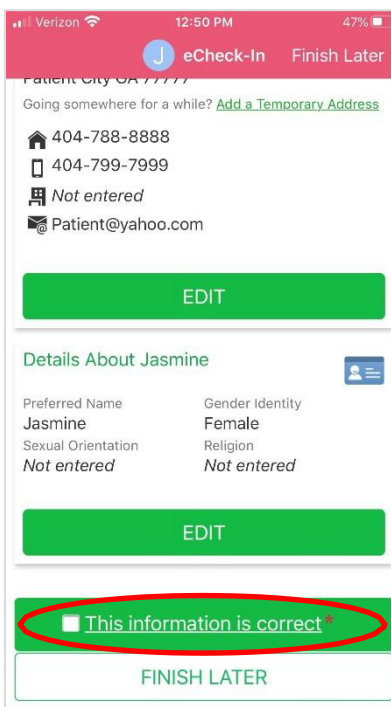
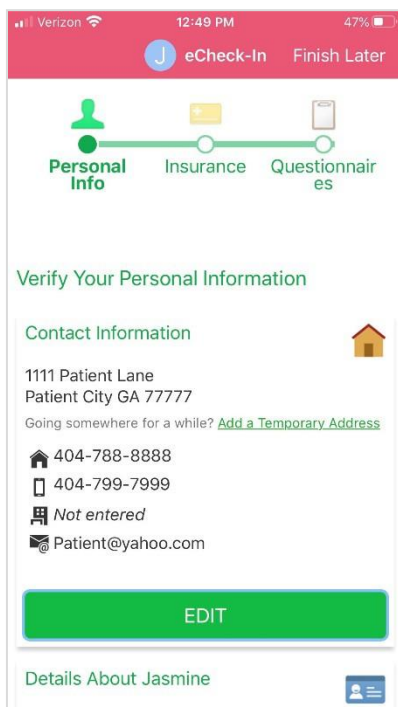


Step 6: On the MYchart welcome page, the health feed shows the most important alerts and information for your child's care, including reminders for an upcoming appointment and messages from your care team. From here, you can complete the eCheck-In process required for a Virtual Visit.



Step 7: Complete the information on the 'Personal Info' page.

- Use the green 'Edit' buttons to add or change information.
- When finished, click 'This information is correct' and the blue 'Next' button.



Step 8: Complete the information on the 'Insurance' page.

- Click 'Add a Coverage' if you do not have insurance on file. Upload photos of the front and back of your insurance card.
- After adding your insurance information, click the blue 'Submit' button.
- Click 'This information is correct' and then the blue 'Next' button.

Verizon 12:53 PM 47%

eCheck-In Finish Later

Add a coverage
Choose your insurance provider. If your insurance provider is not listed choose "Other".
*Indicates a required field

Insurance
*Blue Cross

Member Number
*111111111

*Is the patient, Jasmine Test, the policy holder for this insurance?
 Yes No

Please upload images of your insurance card. ⓘ

ADD FRONT

ADD BACK

Verizon 12:53 PM 47%

eCheck-In Finish Later

Please upload images of your insurance card. ⓘ

ADD FRONT

ADD BACK

SUBMIT

CANCEL

This information is correct *

BACK

FINISH LATER

Verizon 12:54 PM 47%

eCheck-In Finish Later

UPDATE COVERAGE

REMOVE COVERAGE

ADD A COVERAGE

Pending Review

Blue Cross Added
Subscriber Name Test, Jasmine Subscriber Number 111111111

NEXT

BACK

FINISH LATER

Step 9: Complete the information on the 'Questionnaires' page. Click the answer to each question. You may click more than one answer.

Verizon 12:55 PM 47%

eCheck-In Finish Later

For an upcoming appointment with **Clifford M. Hawkins, MD** on 4/27/2020

Does the patient have any of the following general issues?
Select all that apply.

No problems Weight gain

Weight loss Fatigue (lack of energy)

Sleep problems Fever

Other

Does the patient have any problems with his/her eyes?
Select all that apply.

- 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.

Verizon 12:55 PM 47%

eCheck-In Finish Later

What endocrine problems does the patient have?
Select all that apply.

No problem Increased thirst

Heat/cold intolerance

What musculoskeletal problems does the patient have?
Select all that apply.

No problem **Arm/leg pain**

Joint swelling Leg swelling

CONTINUE

FINISH LATER CANCEL

Verizon 12:56 PM 46%

eCheck-In Finish Later

Personal Info Insurance **Questionnaires**

General Intake

For an upcoming appointment with **Clifford M. Hawkins, MD** on 4/27/2020

Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.

Does the patient have any of the following general issues?

Sleep problems

Does the patient have any problems with his/her eyes?

No problems

Does the patient have any problems with his/her ears, nose, or throat?

No problem

Does the patient have any heart problems?

Verizon 12:57 PM 46%

eCheck-In Finish Later

Parent 2 Occupation

Pets/Animals:

None

Additional activities outside of school:

Sports

Level of exercise patient gets?

Light

Stressors:

Illness/Death

Grade Level:

7

SUBMIT

BACK FINISH LATER

CANCEL

Step 10: Click the blue 'Review and Sign' buttons to electronically sign all of the forms for the virtual visit. When finished, click the blue 'Submit' button.

Step 11: The eCheck-in process is complete. Log out of MYchart.

If not previously completed, we will need to confirm your identity as the child's legal guardian. You will receive an email, directing you to log in to MYchart.

Step 1: A Children's team member will review your forms. Once they confirm all forms are complete, you will receive an email directing you to MYchart.

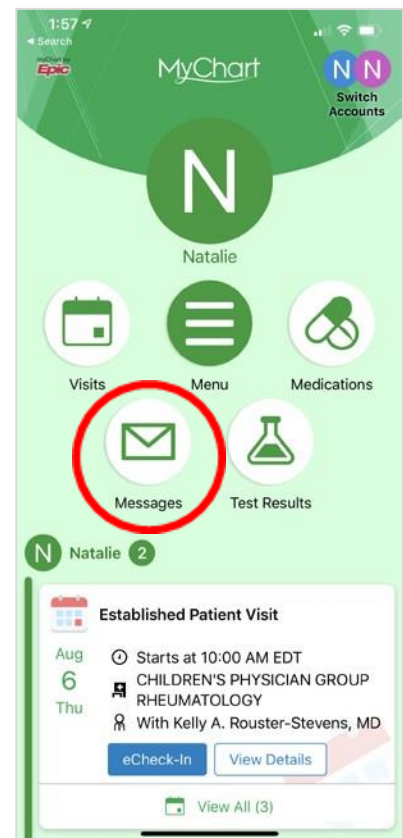
Step 2: Open the MYchart app. Click the blue 'MYchart Login' button. Sign in with your username and password.

Step 3: Click the 'Messages' icon on the home screen to view all messages.

- Click on the new message.
- The new message will tell you what additional information is needed.

Step 4: Reply to the message and attach requested information. Be prepared to upload a photo of your ID to confirm your identity as the child's legal guardian. Click 'Send' when finished.

Step 5: Log out of MYchart.



Follow these steps when it is time for your child's first virtual visit.

Step 1: Open the MYchart app. Click the blue 'MYchart Login' button. Sign in with your username and password.

Step 2: On the home screen, click the 'Visits' icon.



Step 3: Click on the scheduled virtual visit to open it.

Step 4: Click the blue 'Join Visit' button if you already completed the eCheck-in process. (Be prepared to complete the eCheck-in process before each virtual visit. You will not have to electronically sign forms again.)

Step 5: Enter your **Preferred Name**, **Mobile Number**, and check the box to acknowledge the **Notice of Privacy Practices**. Click **Next** to move to the next screen.

Note: You can click "**Test Your Device**" to start a pre-visit technology check. The Tech Check is very important to ensure that your provider can see and hear you clearly. It is strongly advised that you complete all of these steps.

Clifford M, MD is about to begin

Please allow access to your camera and microphone when prompted.

All fields are required unless listed as optional.

Your Preferred Name

5 Renner McNabb

Your Mobile Number

+1 404-785-7056

Your phone number will be used if you get disconnected.

I have read the [Notice Of Privacy Practices](#)

Next

Test Your Device

The Tech Check ensures your audio and video are setup for a successful video visit. If prompted, select **Allow** to allow access to microphone and camera during the visit.

Step 6: Use the down arrow to select a camera for video.

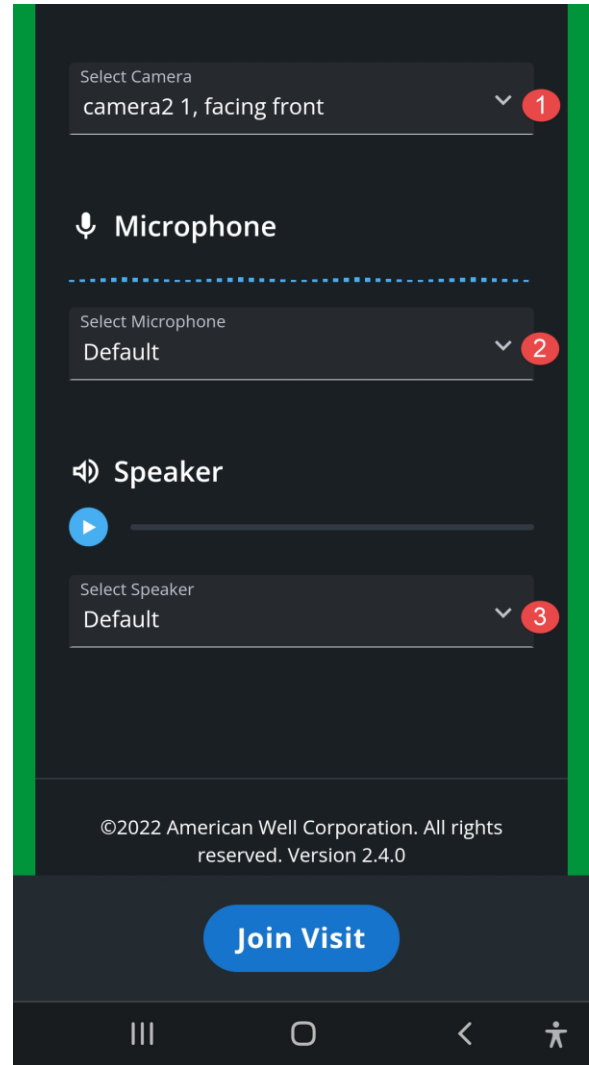
- Use the down arrow to select a microphone. Then, talk to test your microphone. The bars will light up green when the microphone is turned on.

To complete additional testing, please review the testing options:

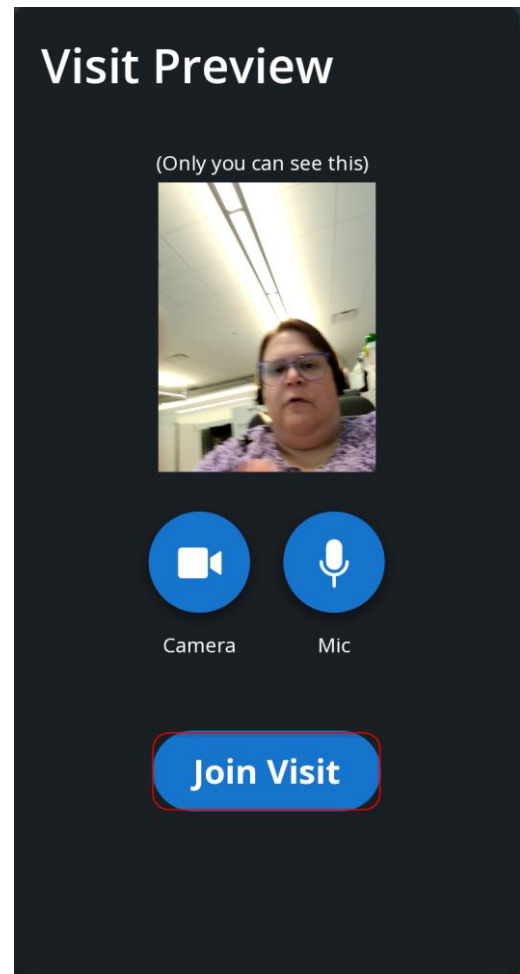
Camera: Can you see yourself?

Microphone: Can you see the audio bar moving when you talk out loud?

Speaker: Select play. Can you hear the test audio?



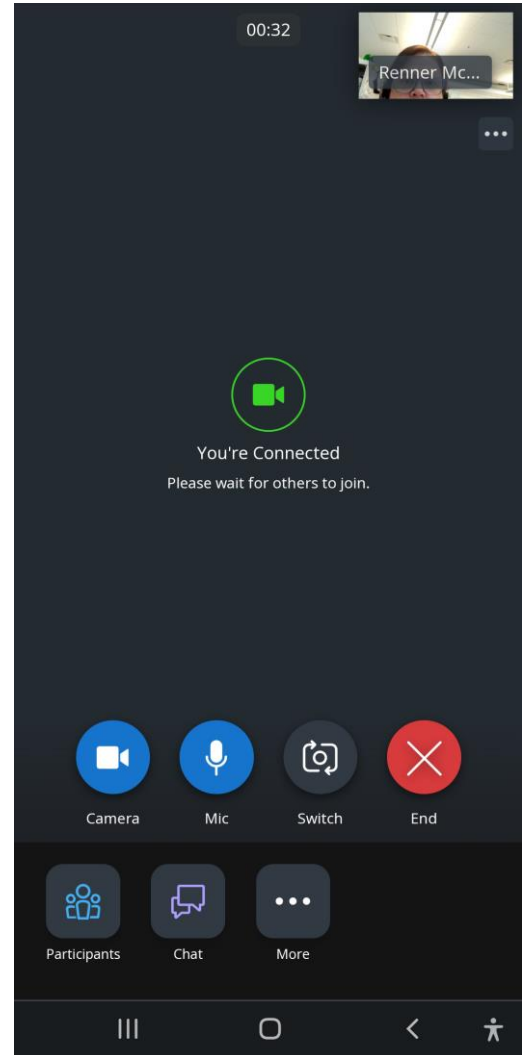
Step 7: Click the blue 'Join Visit' button once your tech check is complete. You will then be brought into your video visit. Your visit will begin once the provider joins the call.



Step 8: You will join a virtual waiting room until the provider begins your visit.

Step 9: The screen will update when the provider is joining the virtual visit.

You will see the provider in the large window, and you will see yourself in the small window.



Step 10: When the virtual visit is complete, the provider will end the visit.

Step 11: Log out of MYchart.

