

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: Once setup is complete, go to the [MYchart](#) home page to sign in with your username and password.

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

On December 16th, 2019 we went **paperless**. Cancel anytime on the Billing Account Summary page, selecting "cancel paperless billing".

COVID-19: We can all do our part to keep the community healthy and safe. Learn more about symptoms and how to stop the spread. Note: Children's is not a testing site for COVID-19 [Learn about COVID-19](#)

Thanks for using MYChart.
You have been logged out.

MYChart Username
Password

SIGN IN

[Forgot Username?](#) [Forgot Password?](#)

Step 3: On the Welcome page, you will see upcoming appointments in your personalized health feed. Click the blue '**Begin Visit**' button.

MyChart by Epic

»MYchart

Log Out

Christopher Switch

Your Menu Visits Health Reports Document Center Insurance Summary

Welcome!

Christopher 1

Want to see information from multiple organizations? We are always adding new organizations to our network, so try searching for the ones you or your family have recently visited.

Explore

Natalie 2

Begin your video visit at 4:30 PM EDT with Clifford M. Hawkins, MD.

Begin Visit

Problem Visit

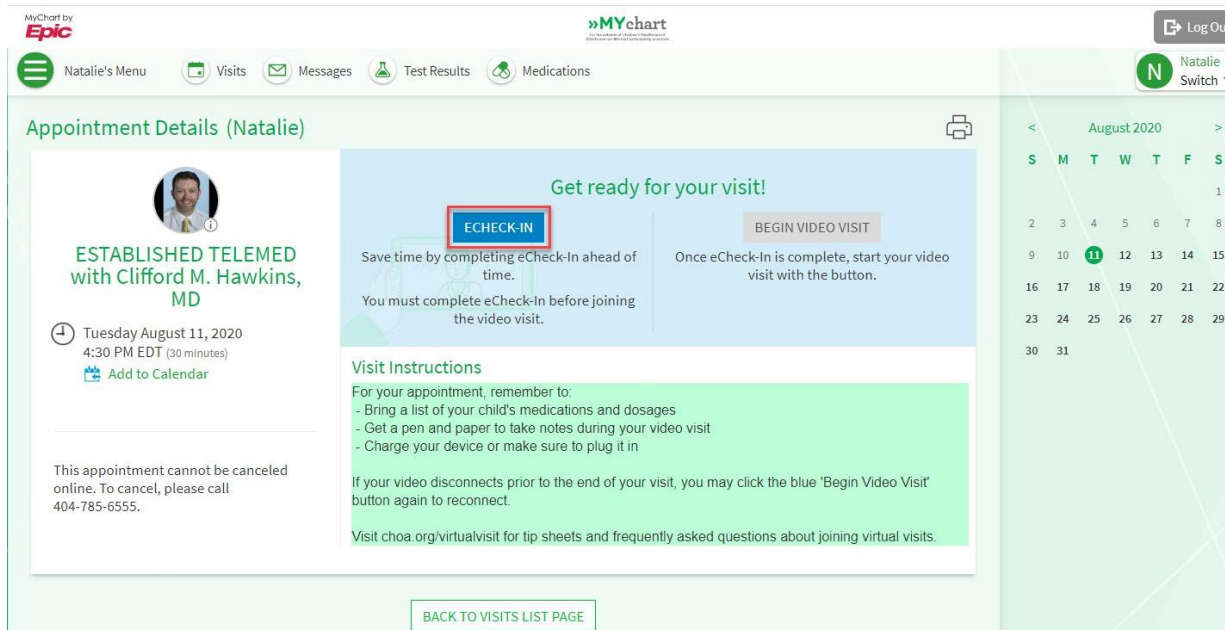
Aug 12 Wed

Starts at 10:00 AM EDT
HS Primary Care Clinic
With Terri D. McFadden, MD

eCheck-In

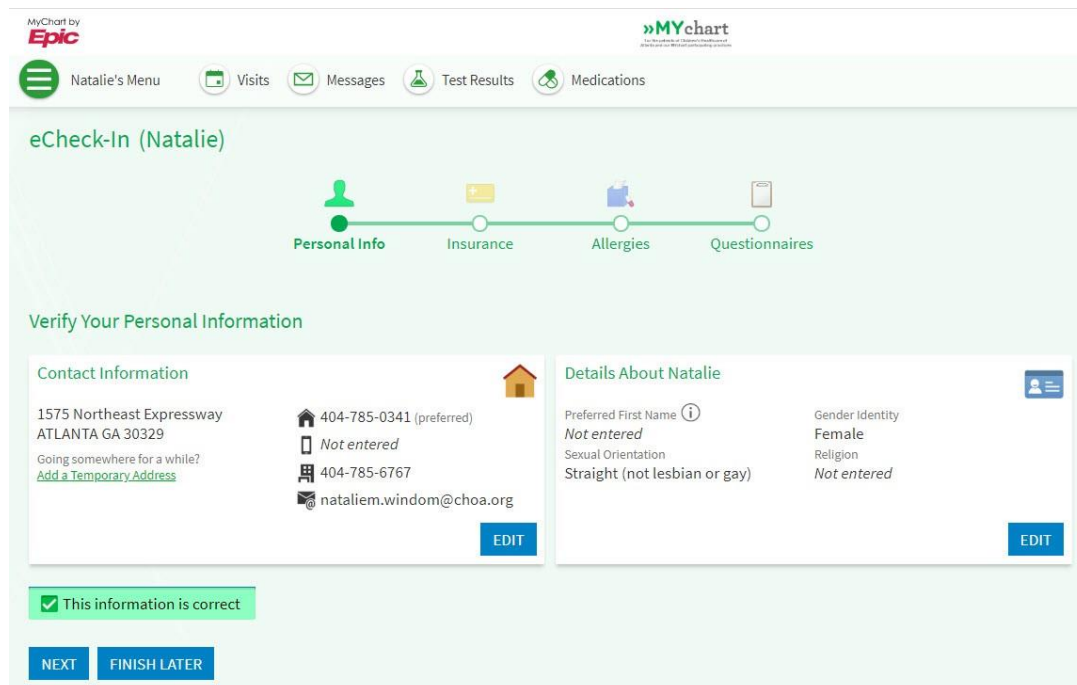
View Details

Step 4: On the Appointment Details screen, click the blue “Echeck-in” button. If you have already completed Echeck-in, skip to Step 9.



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

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



Step 6: 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.
- When finished, click 'This information is correct' and the blue **'Next'** button.

MyChart by Epic

Natalie's Menu Visits Messages Test Results Medications

eCheck-In (Natalie)

Personal Info Insurance Allergies Questionnaires

Responsibility for Payment

*Would you like to use insurance to pay for this appointment? ⓘ

Insurance on File

You have no insurance on file.

+ ADD A COVERAGE

Natalie's Menu

»MYchart

Choose your insurance provider. If your insurance provider is not listed choose "Other".

*Indicates a required field

*Insurance
Blue Cross

*Member Number
1111111111

*Is the patient, Natalie Mychart, the policy holder for this insurance?

Subscriber Information

*Subscriber First Name
Chris

*Subscriber Last Name
Dad

Subscriber Date of Birth
01/01/1988

Subscriber Number
1111111111

Please upload images of your insurance card. ⓘ

Blue Cross (front)

Blue Cross (back)

Step 7: Complete the information on the **'Questionnaires'** page. (Depending upon your child's provider, this step may not be present.)

- 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.

Natalie's Menu

»MYchart

Please answer these general questions.

Patient accompanied to appointment by:

Lives with:

Does the patient live in multiple households?

Legal Custody:

Number of Siblings:

Parent 1 Occupation:

Parent 2 Occupation:

Pets/Animals:

Additional activities outside of school:

Level of exercise patient gets?

Stressors:

Grade Level:

BACK SUBMIT CANCEL

Step 8: Click the blue **'Review and Sign'** button to electronically sign all of the forms for the virtual visit. When finished, click the **'Next'** button, then the **'Submit'** button.

MyChart by Epic

»MYchart

Natalie's Menu Visits Messages Test Results Medications

eCheck-In (Natalie)

Personal Info Sign Documents Insurance Allergies

Please review and address the following documents.

Consent to Treat - Hospital Based - HS - MYchart
Not Signed Yet

REVIEW AND SIGN

Once this step is completed, documents will be submitted for clinic review.

BACK NEXT FINISH LATER

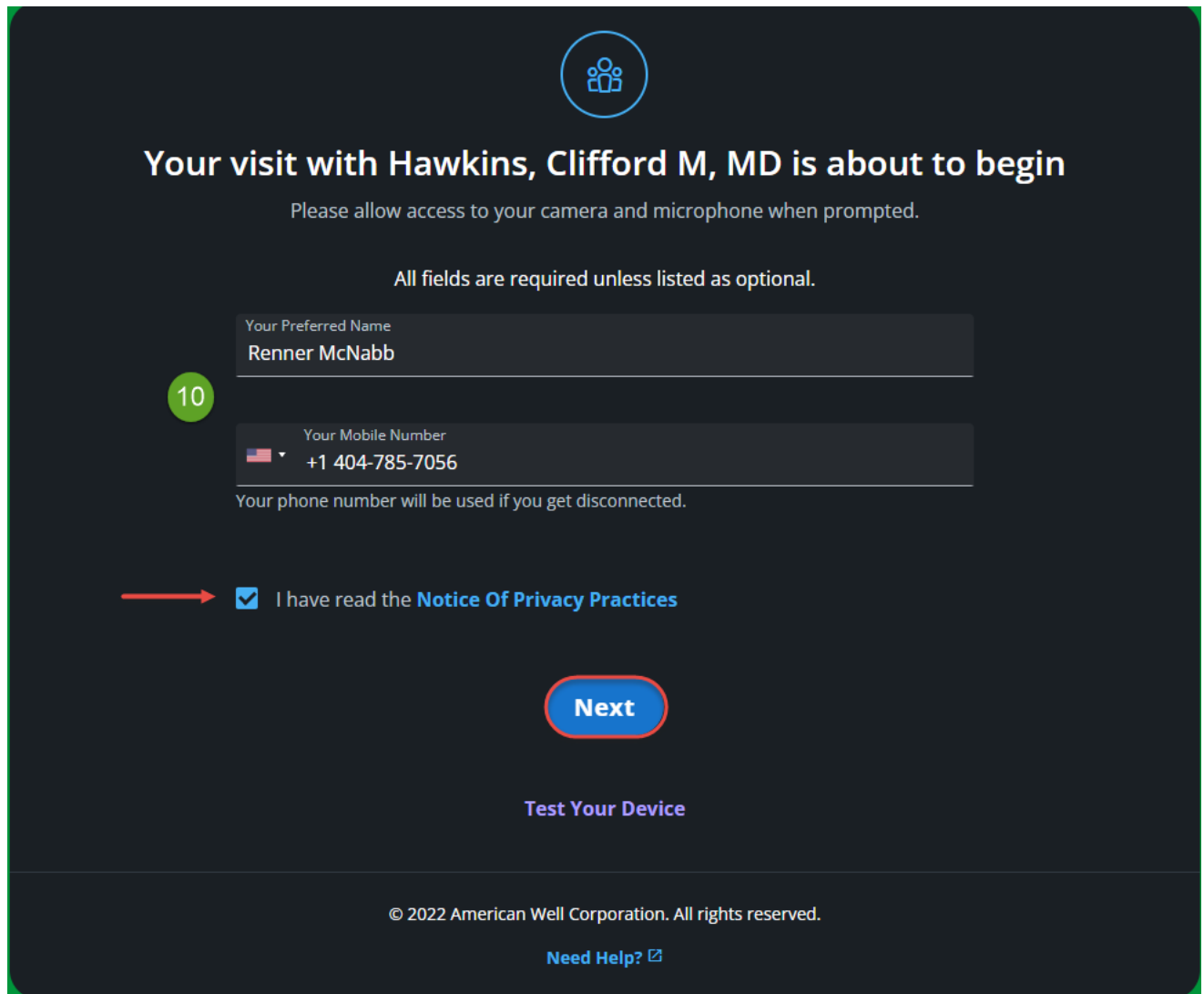
The eCheck-in process is complete. Be prepared to complete the eCheck-in process before each virtual visit. You will not have to electronically sign forms again.

Step 9: Click the blue **'Begin Video Visit'** button. A new browser window will open and you will be brought to a **Welcome Page** for your visit.

The screenshot displays the MyChart by Epic patient portal interface. At the top, there is a navigation bar with the MyChart by Epic logo on the left and the »MYchart logo on the right. Below the navigation bar, there are several menu items: Natalie's Menu, Visits, Messages, Test Results, and Medications. The main content area is titled "Appointment Details (Natalie)" and features a light blue banner that says "Thanks for using eCheck-In! The information you've submitted is now on file." Below this banner, there is a section for the appointment with a circular profile picture of Clifford M. Hawkins, MD, and the text "ESTABLISHED TELEMED with Clifford M. Hawkins, MD". The appointment is scheduled for "Tuesday August 11, 2020 4:30 PM EDT (30 minutes)" and includes an "Add to Calendar" button. A note states: "This appointment cannot be canceled online. To cancel, please call 404-785-6555." To the right of the appointment details, there is a large blue box with the text "It's time to start your video visit!" and a prominent blue button labeled "BEGIN VIDEO VISIT". Below this, it says "When you are ready to talk to your doctor, click the button." There is also a link for "General Intake (Print)". A section titled "Visit Instructions" provides the following information: "For your appointment, remember to: - Bring a list of your child's medications and dosages - Get a pen and paper to take notes during your video visit - Charge your device or make sure to plug it in". It also notes: "If your video disconnects prior to the end of your visit, you may click the blue 'Begin Video Visit' button again to reconnect." At the bottom of the instructions, it says: "Visit choa.org/virtualvisit for tip sheets and frequently asked questions about joining virtual visits."

Step 10: 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.



The screenshot shows a dark-themed mobile app interface. At the top, there is a circular icon with three stylized figures. Below it, the text reads "Your visit with Hawkins, Clifford M, MD is about to begin" followed by "Please allow access to your camera and microphone when prompted." A note states "All fields are required unless listed as optional." There are two input fields: "Your Preferred Name" with the value "Renner McNabb" and "Your Mobile Number" with a dropdown menu showing a US flag and the value "+1 404-785-7056". A note below the mobile number field says "Your phone number will be used if you get disconnected." A checkbox is checked and labeled "I have read the Notice Of Privacy Practices", with a red arrow pointing to it from the left. A green circle with the number "10" is positioned to the left of the name field. At the bottom, there is a blue "Next" button and a link for "Test Your Device". The footer contains the copyright notice "© 2022 American Well Corporation. All rights reserved." and a "Need Help?" link with an external icon.

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Your Preferred Name
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](#)

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[Need Help?](#)

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

The screenshot shows the 'Test Audio & Video' interface. It has a dark background with a green border. At the top, it says 'Test Audio & Video'. On the left, there's a 'Camera' section with a video preview of a woman wearing a headset. Below the video is a dropdown menu for 'Select Camera' with 'HP HD Camera (04ca:7089)' selected, marked with a red circle '1'. On the right, there's a 'Microphone' section with a dropdown menu for 'Select Microphone' showing 'Default - External Microphone (Realtek High Definit...)' selected, marked with a red circle '2'. Below that is a 'Speaker' section with a play button and a dropdown menu for 'Select Speaker' showing 'Default - Headphones (Realtek High Definition Audi...)' selected, marked with a red circle '3'. At the bottom, there's a copyright notice: '©2022 American Well Corporation. All rights reserved. Version 2.4.0' and a 'Need Help?' link. At the very bottom, there's a blue 'Join Visit' button.

- 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 12: 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.