

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: Select the child from the 'people' icons at the top of the screen.

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

Erica Health Visits Billing Profile

Personalize

Whose Records Can I View?

Photo	Account Name	Nickname	Access Until
	Erica Mom	Erica	This is your own MYChart account.
	Erica Mychart	Erica	

Step 4: On the child’s home screen, you will see upcoming appointments below the ‘To Do’ section. Click the blue ‘eCheck-in’ button.

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

Erica Health Visits Messaging Profile

eCheck-In (Erica)

Personal Info Insurance Questionnaires Sign Documents

Insurance on File

You have no insurance on file.

+ ADD A COVERAGE

This information is correct

BACK NEXT FINISH LATER

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

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, Erica Mychart, the policy holder for this insurance?
Yes No

Subscriber Information

* Subscriber First Name Erica

* Subscriber Last Name Mom

Subscriber Date of Birth 01/01/1975

Subscriber Number 1111111111

Please upload images of your insurance card. ⓘ

Blue Cross (front)

Blue Cross (back)

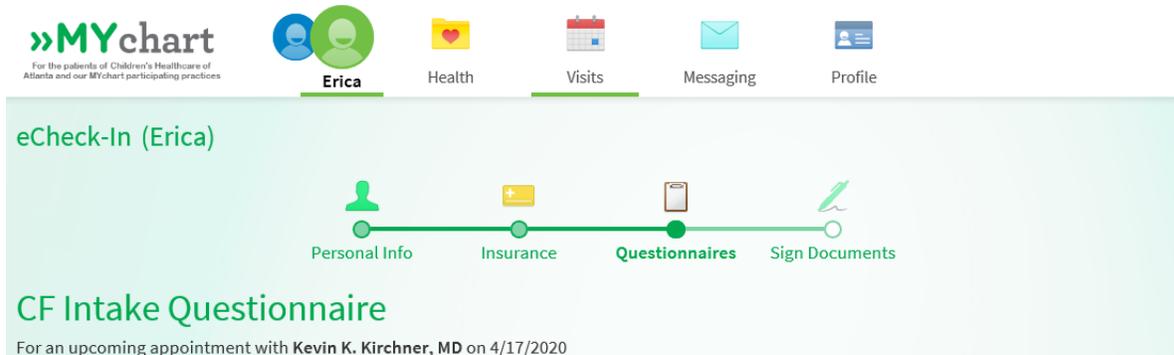
SUBMIT CANCEL

This information is correct

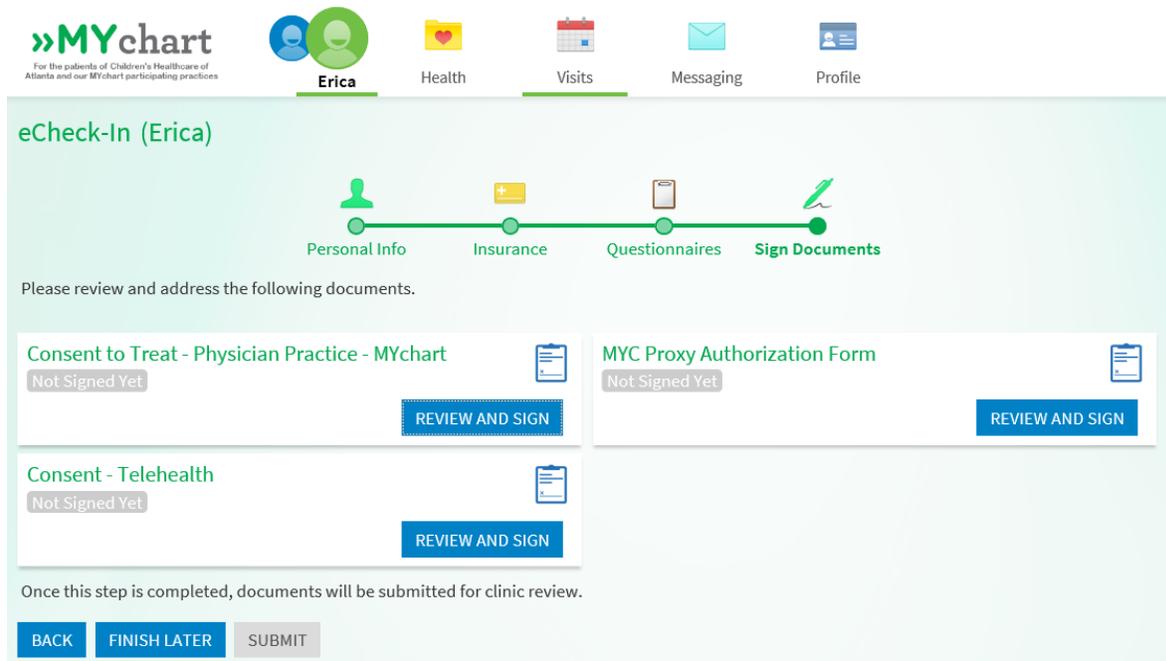
BACK NEXT FINISH LATER

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.



Step 8: 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.



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.

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

Erica Health Visits Messaging Profile

Appointment Details (Erica)

Thanks for using eCheck-In!
The information you've submitted is now on file.

ESTABLISHED TELEMED
with Kevin K. Kirchner, MD

🕒 Wednesday April 22, 2020
2:45 PM EDT (20 minutes)
[Add to Calendar](#)

It's time to start your video visit!
[BEGIN VIDEO VISIT](#)
When you are ready to talk to your doctor, click the button below.

Review your questionnaire answers below.

- CF Intake Questionnaire ([Print](#))

Step 10: You may receive a notification that your internet browser has blocked a pop-up. Allow pop-ups from this site in order to start virtual visits.

Step 11: Since this is your first virtual visit, you will need to set up your video.

- Click the green 'Download' button.

myTelehealth

Set Up Your Video

Please follow these steps to get ready for your visit.

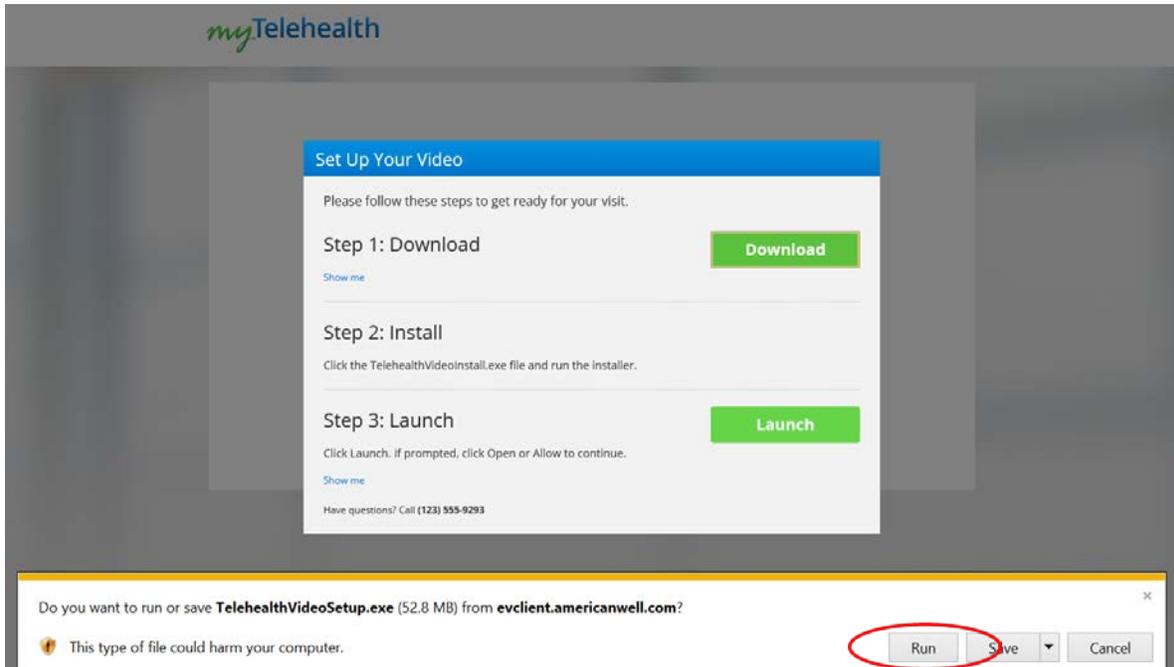
Step 1: Download [Download](#)
[Show me](#)

Step 2: Install
Click the TelehealthVideoInstall.exe file and run the installer.

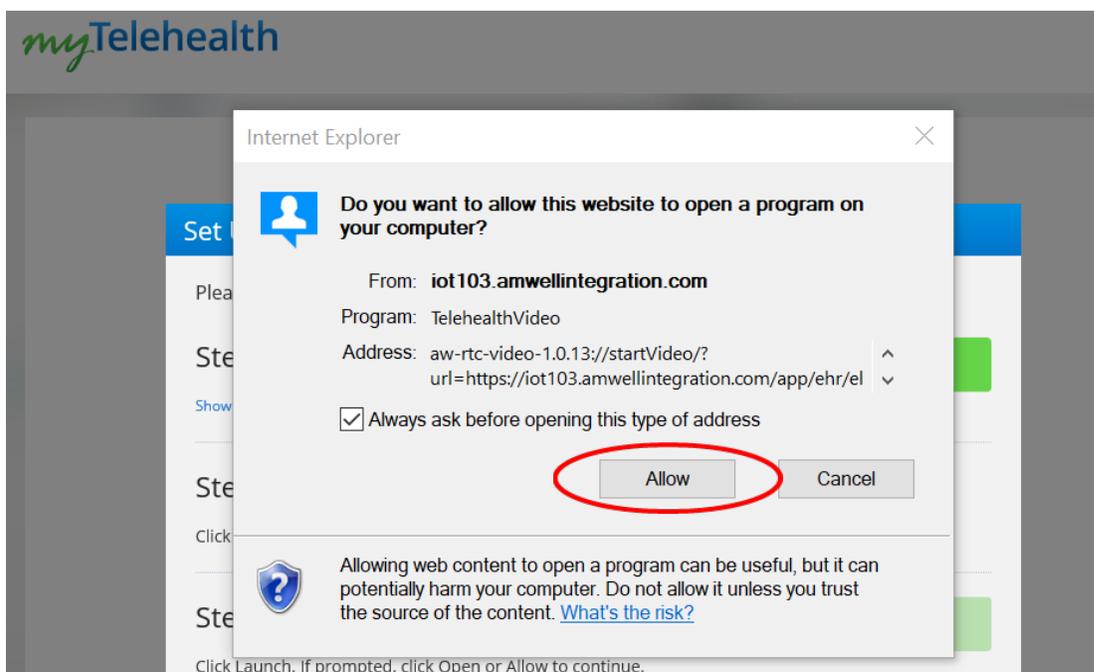
Step 3: Launch [Launch](#)
Click Launch. If prompted, click Open or Allow to continue.
[Show me](#)

Have questions? Call (123) 555-9293

- You may receive a notification asking you if you would like to 'Run' or 'Save' the program on your computer. Click the 'Run' button.

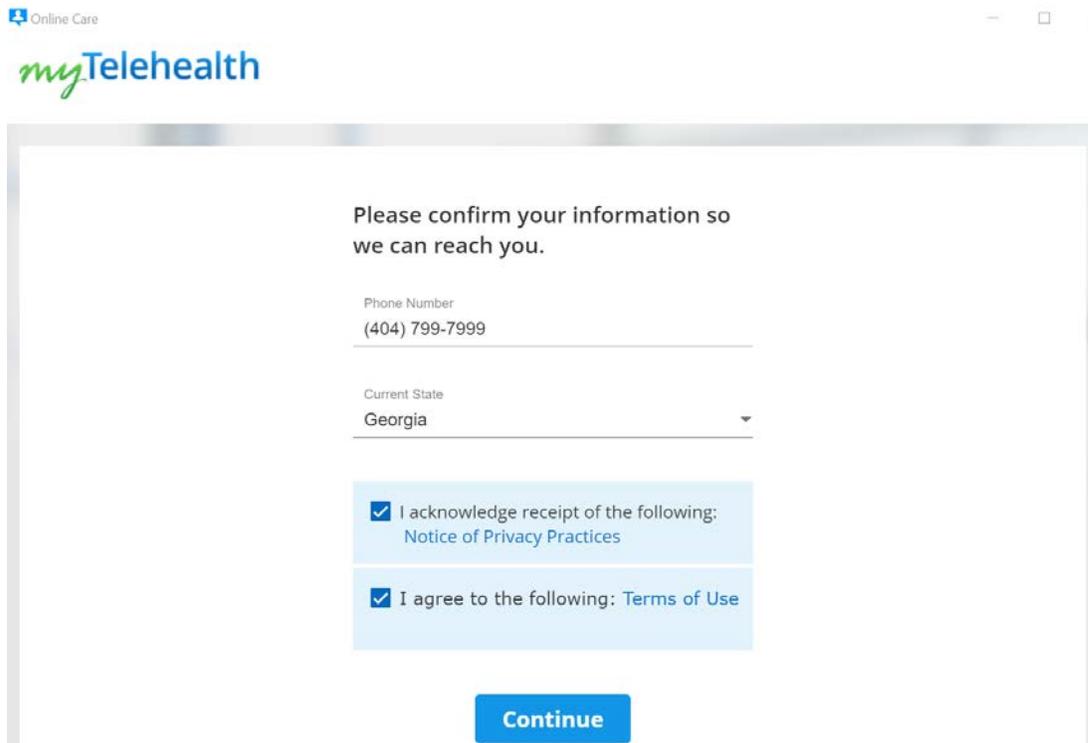


- Click the green 'Install' button.
- You may receive a notification asking you if you would like to allow the website to open a program on your computer. Click the 'Allow' button.



- Next steps for joining the virtual visit will begin in a new internet browser window. (You will not have to download the program again for future virtual visits unless you use a different computer. You will be able to jump from step 10 to step 12.)

Step 12: Enter a phone number where you can be reached, so the provider can call you if you have trouble connecting by video. Change the state if needed. Then click the two boxes to show that you agree with each statement.



The screenshot shows a browser window titled "Online Care" with the "myTelehealth" logo. The main content area contains the following text and form elements:

Please confirm your information so we can reach you.

Phone Number
(404) 799-7999

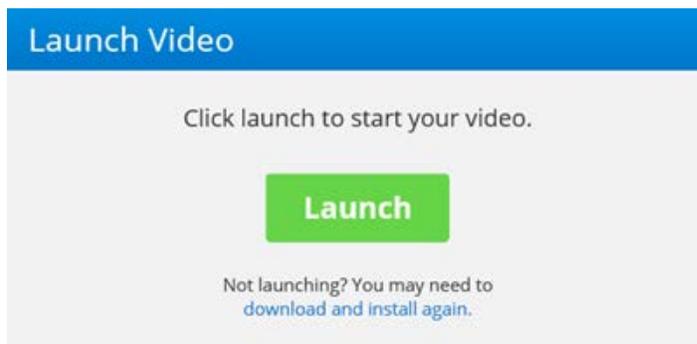
Current State
Georgia

I acknowledge receipt of the following: [Notice of Privacy Practices](#)

I agree to the following: [Terms of Use](#)

Continue

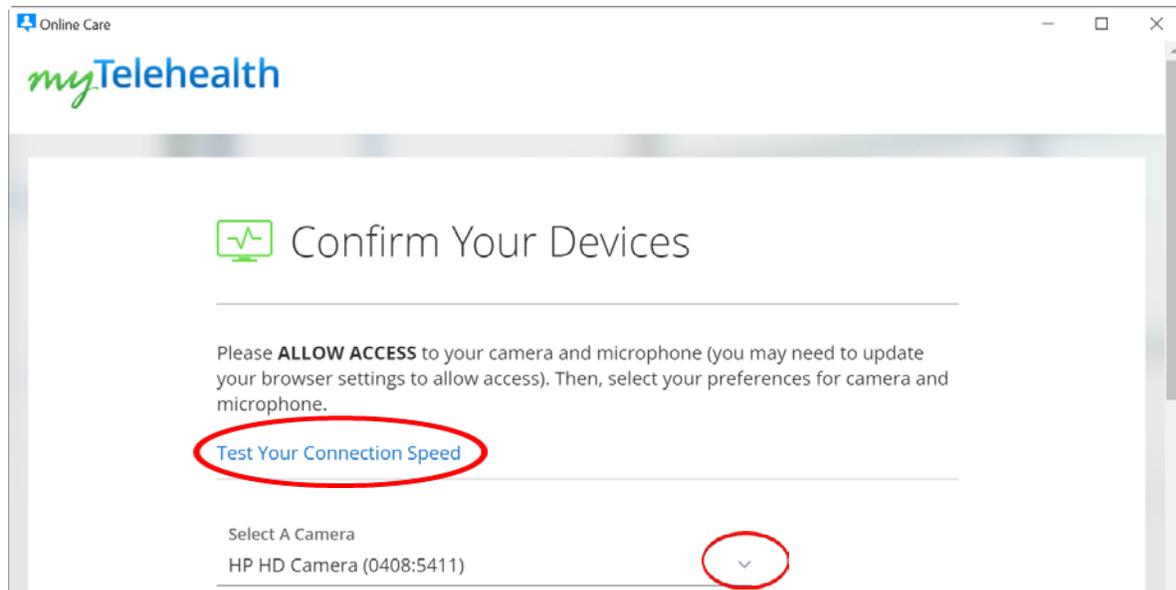
Step 13: Click the green 'Launch' button to start the virtual visit.



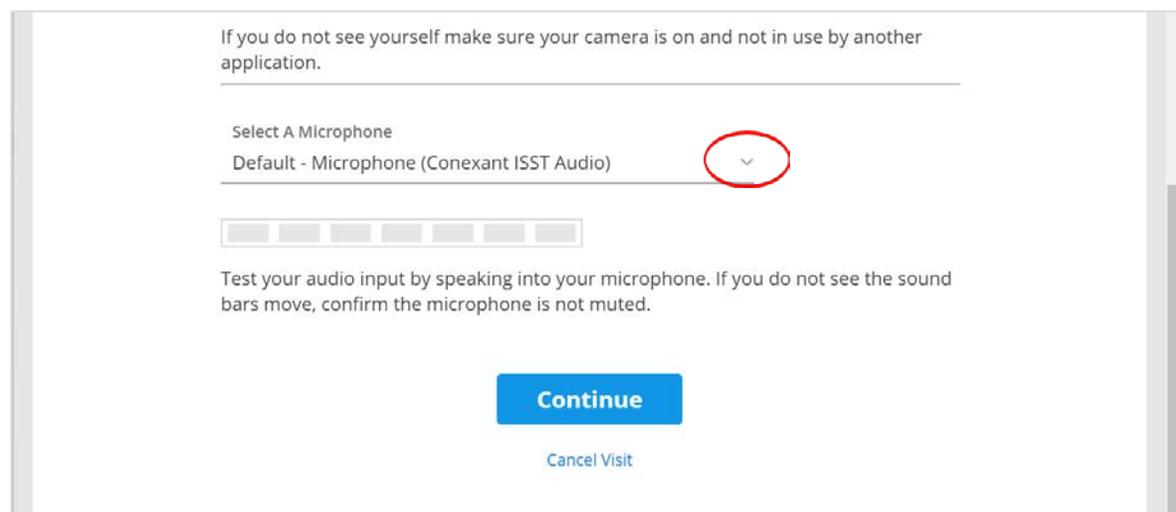
The screenshot shows a screen with a blue header bar that says "Launch Video". Below the header, the text reads "Click launch to start your video." and there is a large green button labeled "Launch". At the bottom, there is a note: "Not launching? You may need to [download and install again.](#)"

Step 14: Complete a technology check. This 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.

- Click 'Test Your Connection Speed' to make sure your internet is running quickly enough.
- Then, 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.
- Click the blue 'Continue' button.



Step 15: You will join a virtual waiting room until the provider can begin your visit.

