

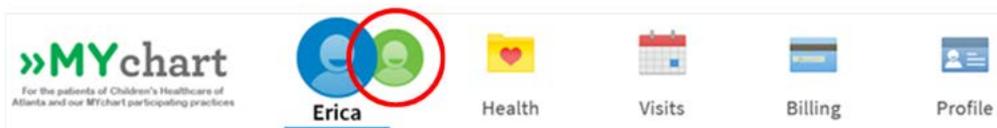
Your child's first virtual visit: Joining the visit after eCheck-in



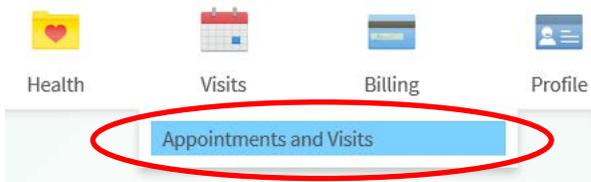
If you have logged out of MYchart since completing eCheck-in, follow these steps to join your child's virtual visit.

Step 1: Go to the [MYchart](#) home page to sign in with your username and password.

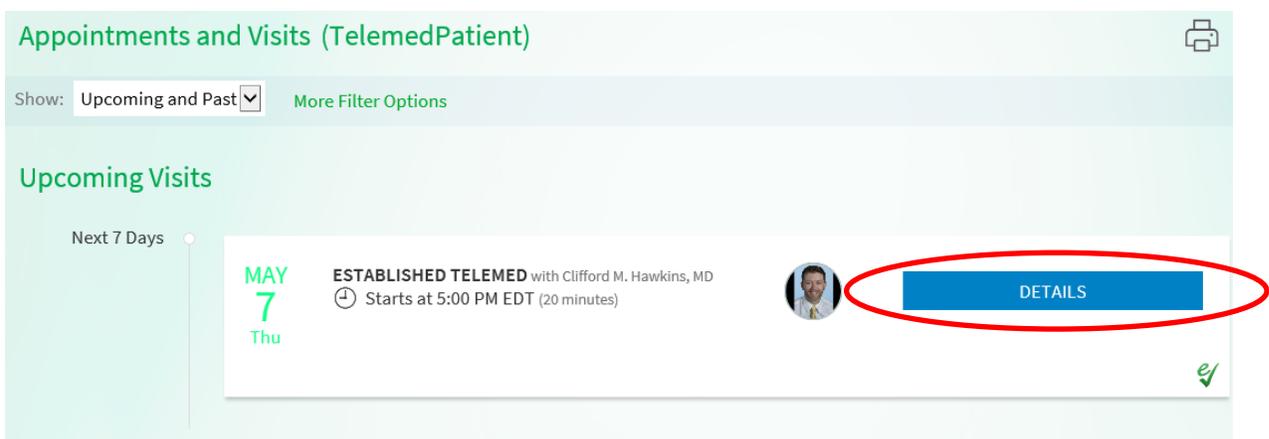
Step 2: Select the child from the 'people' icons at the top of the screen.



Step 3: Move your mouse over the 'Visits' icon and click 'Appointments and Visits' when it displays.



Step 4: Click the blue 'Details' button next to your scheduled visit.



Step 5: Click the blue 'Begin Video Visit' button.

Appointment Details (TelemedPatient)

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

ESTABLISHED TELEMED
with Clifford M. Hawkins,
MD

Thursday May 07, 2020
5:00 PM EDT (20 minutes)
[Add to Calendar](#)

This appointment cannot be canceled online. To cancel, please call 404-785-6555.

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.

General Intake (Print)

Visit Instructions

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

If your video disconnects prior to the end of your visit, you may click the blue 'Begin Video Visit' button again to reconnect.

Visit choa.org/virtualvisit for tip sheets and frequently asked questions about joining virtual visits.

Step 6: 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 7: 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.

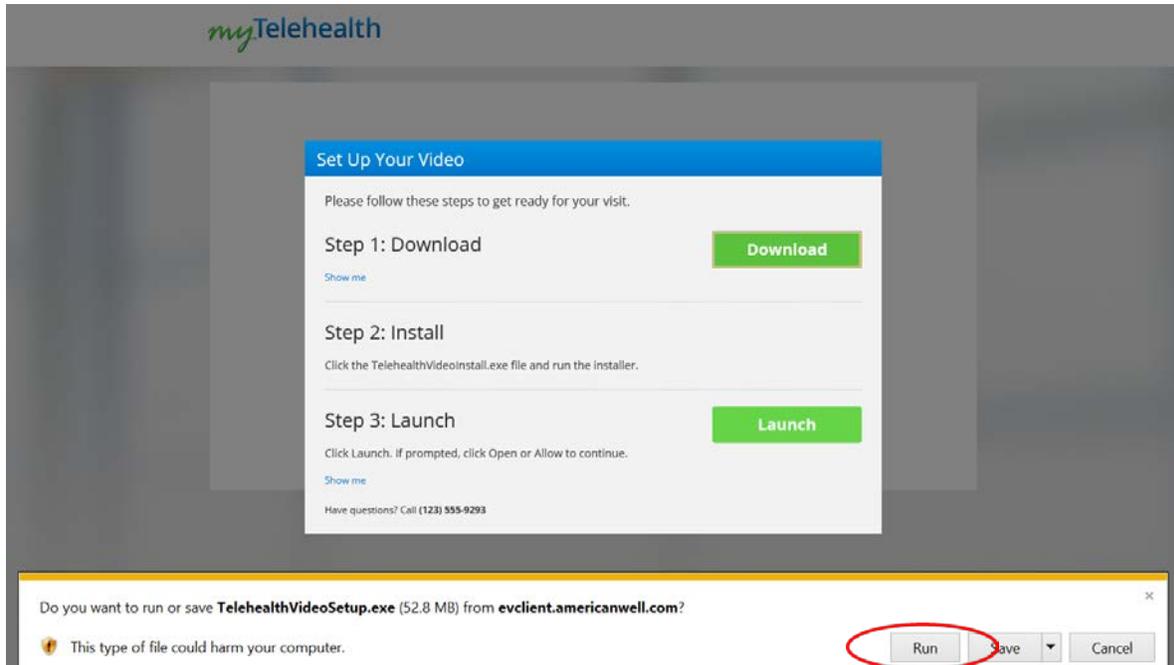
Step 3: Launch [Launch](#)

Click Launch. If prompted, click Open or Allow to continue.

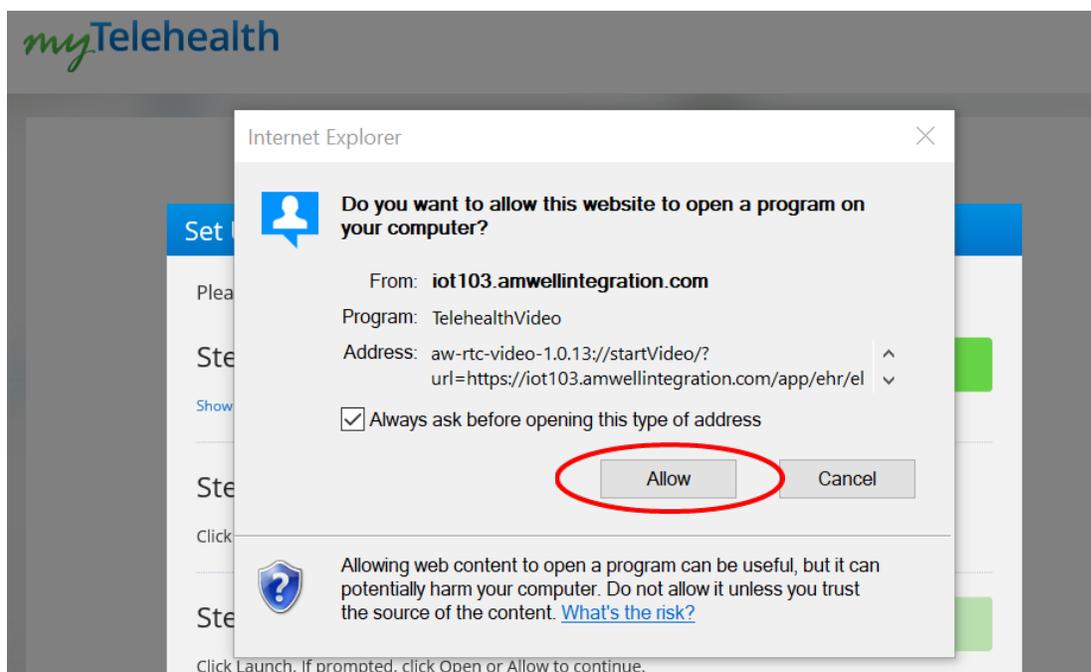
[Show me](#)

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.

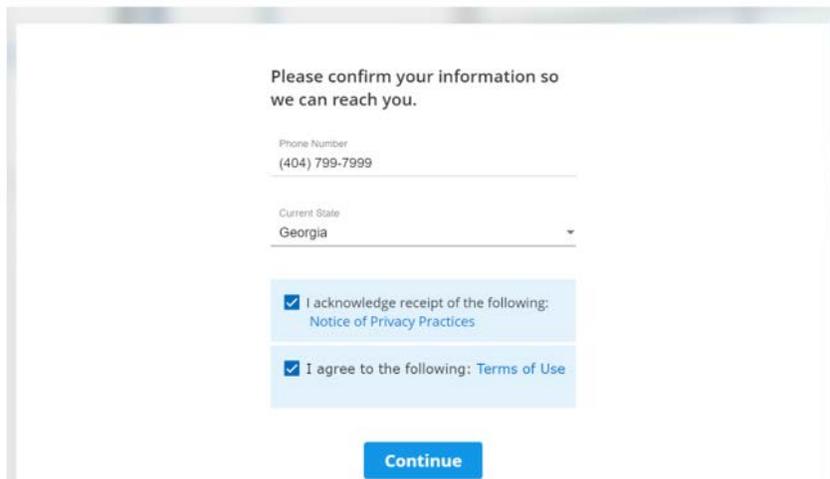


- Click the green 'Install' button.
- You may receive a notification asking you if you would like to allow the website to open a program on your computer. Click the 'Allow' button.



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 6 to step 8.

Step 8: 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.



Please confirm your information so we can reach you.

Phone Number
(404) 799-7999

Current State
Georgia

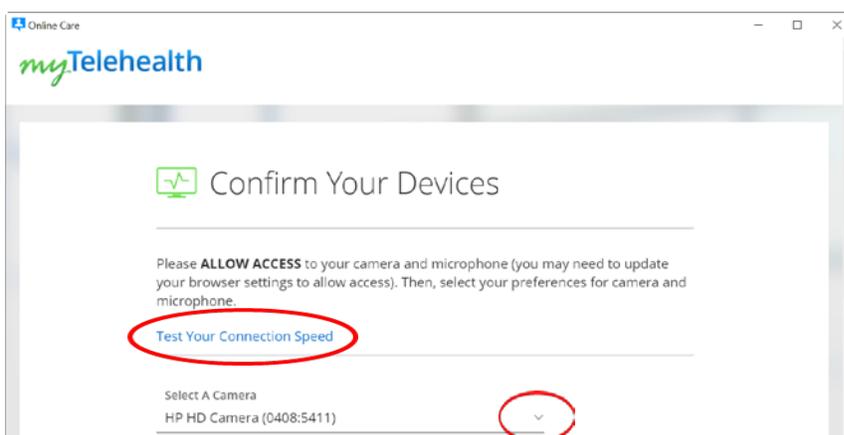
I acknowledge receipt of the following: [Notice of Privacy Practices](#)

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

[Continue](#)

Step 9: 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.



Online Care

myTelehealth

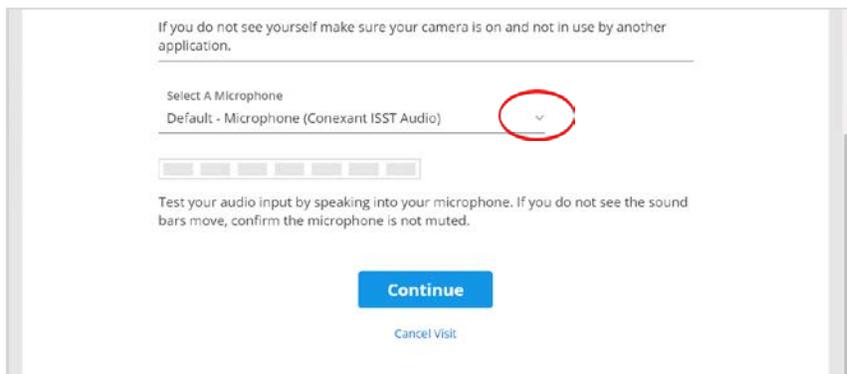
 Confirm Your Devices

Please **ALLOW ACCESS** to your camera and microphone (you may need to update your browser settings to allow access). Then, select your preferences for camera and microphone.

[Test Your Connection Speed](#)

Select A Camera
HP HD Camera (0408:5411) 

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

