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



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 <u>here</u> to learn more.

Step 2: Once setup is complete, go to the <u>MYchart</u> home page to sign in with your username and password.

Source and the patients of Children's Healthcare of Atlanta and our MYChart participating practices	Thanks for using MYChart. You have been logged out.
	MYChart Username
On December 16th, 2019 we went paperless. Cancel anytime on the Billing Account Summary page,	Password
selecting "cancel paperless billing".	SIGN IN
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	Forgot Username? Forgot Password?

Step 3: Select the child from the 'people' icons at the top of the screen.

»Mychart	Erica Health	Visits Billing	Profile
Personalize			
Whose Records Can I V	/iew?		
Photo	Account Name	Nickname	Access Until
	Erica Mom	Erica	This is your own MYChart account.
0	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.

For the patients of Atlanta and our MYch	chart Children's Healthcare of art participating practices	Erica	e Health	Visits	Messaging	I	L Profile					
Welcom	e! (Erica)											
R	ead your new messa ubject: Welcome!	ge from Generic	Provider.									
v P	iew instructions for y lease fill out your que	our appointmen estionnaires befo	t on Friday, Apri ore coming.	l 17, 2020 with Kev	vin K. Kirchner, M	D.						
To Do 🗗												
ESTABLIS MD	EHED TELEMED with	Kevin K. Kirchne	ir,	E-CH		<		A	pril 202	20		>
Friday Ap Starts at 9:1	ril 17, 2020 5 AM EDT					s	М	т	w	т	F	S
									1	2	3	4
						5	6	7	8	9	10	11
						12	13	14	15	16	0	18
						19	20	21	22	23	24	25
						20	21	28	29	20		

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.

Source Service Not the patients of Children's Healthcare of Atlanta and our WyChart participating practices	Erica	ealth V	isits Messa	ging Profile	
eCheck-In (Erica) Verify Your Personal Infor	Personal Info mation	Insurance	Questionnaire	s Sign Documents	
Contact Information 1111 Patient Lane Patient City GA 77777 Going somewhere for a while? Add a Temporary Address	 ▲ 404-788-8884 ▲ 404-799-9999 ▲ Not entered ■ erica@yahoo 	e.com	Details About Preferred Name Erica Sexual Orientation Not entered	Erica Gender Femal Religior Not en	Identity e i itered
This information is correct NEXT FINISH LATER					

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.

Source Atlanta and our MYchart part	hart n's Healthcare of bicipating practices	Erica	Health	Visits	Messaging	🙎 🚍 Profile
eCheck-In	(Erica)					
Insurance on F	ile	Personal Inf	to Insura	nce Que	estionnaires	C Sign Documents
			You hav	e no insuran	ice on file.	
This inform	ation is correct	A COVERAGE	>			
»MYchart	Q					±≡.
	Choose your insurance p Choose your insurance	rovider. If your insuran ed field a Mychart, the pol ation es of your insuran oss (front) oss (beck) EEL on is correct FINISH LATER	nce provider is not listed licy holder for this in nce card. ①	choose "Other".		

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.

WYchart For the patients of Children's Healthcare of Atlanta and our MYchart participating practices	Erica	Health	Visits	Messaging	⊵ ≡ Profile	
eCheck-In (Erica)						
	1	•			L	
	Personal Inf	o Insuran	ce Qu	estionnaires	Sign Documents	
Please review and address the fo	ollowing documer	ts.				
Consent to Treat - Physicia Not Signed Yet	an Practice - M	′chart		C Proxy Auth t Signed Yet	orization Form	
		REVIEW AND SIG	GN			REVIEW AND SIGN
Consent - Telehealth Not Signed Yet						
		REVIEW AND SIG	<u>SN</u>			
Once this step is completed, doo	cuments will be su	bmitted for clinic r	eview.			
BACK FINISH LATER SU	JBMIT					

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.



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.



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

туТе	lehealth			
12	Set Up Your Video			
8.	Please follow these steps to get ready for your visit. Step 1: Download Show me	Download		
	Step 2: Install Click the TelehealthVideoInstalLexe file and run the Installer.			
	Step 3: Launch Click Launch. If prompted, click Open or Allow to continue. Show me Have questions? Call (123) 555-9293	Launch		
Do you want to run or save Teleheal	thVideoSetup.exe (52.8 MB) from evclient.americanwell.com? computer.		Run Sive	× Cancel

- 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.

myTelehea	lth		
	Internet	Explorer >	<
Set	2	Do you want to allow this website to open a program on your computer?	
Plea	1	From: iot103.amwellintegration.com Program: TelehealthVideo	
Ste		Address: aw-rtc-video-1.0.13://startVideo/? url=https://iot103.amwellintegration.com/app/ehr/el	
Show		Always ask before opening this type of address	
Ste		Allow Cancel	
Click	?	Allowing web content to open a program can be useful, but it can potentially harm your computer. Do not allow it unless you trust	
	Launch. If p	the source of the content. What's the risk? rompted, click Open or Allow to continue.	

• 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.

Sonline Care			2
myTelehealth			
	Please confirm your information so we can reach you.		
	Phone Number (404) 799-7999		
	Current State		
	✓ I acknowledge receipt of the following:		
	Notice of Privacy Practices		
	Continue		

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



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.

Sonline Care	_	×
myTelehealth		<u>^</u>
0		_
		Т
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.

Select A Microphone Default - Microphone (Conexant ISST Audio)	application.	
Default - Microphone (Conexant ISST Audio)	Select A Microphone	
Test your audio input by speaking into your microphone. If you do not see the sound bars move, confirm the microphone is not muted.	Default - Microphone (Cone	exant ISST Audio)
Test your audio input by speaking into your microphone. If you do not see the sound bars move, confirm the microphone is not muted.		
Test your audio input by speaking into your microphone. If you do not see the sound bars move, confirm the microphone is not muted.		
Continue	Test your audio input by spea	aking into your microphone. If you do not see the sound
Continue	bars move, comminate micro	ophone is not mated.
Continue		
		Continue



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