

Surgery follow-ups, right from home



If you and your care team agree, you may be invited to have a post-surgery follow-up visit via video. You will be able to talk directly with the care team through live, secure, interactive video.

Cost and insurance

If your visit is done within 90 days of your surgery, you will not be charged.

Scheduling a follow-up video visit

Your care team will work with you to schedule a video visit if you both agree on a video visit.

Video visits pre-requisites

If you and your care team agree to a video visit, there are a few things you will need to do first:

MyChart account access

You must have active MyChart accounts for you and your child. If you do not have a MyChart account, setup your MyChart account now at chw.org/MyChart.

Mobile device suggested

Use a mobile device like Android or iOS to get a good connection to the video visit. You may be able to use a desktop computer, but mobile offers a smoother experience.

What to expect

Here's what you can expect before your post-operative follow-up appointment if you enrolled in MyChart:

- 7 days before your scheduled visit, you will get an email asking you to fill out a post-operative questionnaire in MyChart.
- Sign in to MyChart to complete eCheck-in. This will prompt you to answer the questionnaire.
- In the questionnaire, you have the option to ask to complete the post-operative visit from your smartphone or computer. This is called a video visit. If you choose to request a video visit, the CHW Care Team will review your request and schedule a video visit at the same time and day that your appointment was already scheduled.
- It is best to use your mobile iPhone/iPad/Android device for the video visit. Plan to connect up to 15 minutes before your appointment. For instructions on how to connect to your video visit go to chw.org/videovisits.
- If you are unable to connect to your video visit within 15 minutes of your appointment, your appointment will be cancelled. You will need to call the surgery nurse at 414-266-6988. You should leave a message to say that you cannot do your video visit.

You can find this information and more
at chw.org/surgery



Kids deserve the best.

Video Visit FAQ

What is a video visit?

A video visit is an appointment using video conference and technology like your smartphone or tablet for a follow up visit with your doctor.

What do I need for my video visit?

To get a good connection with your provider you will need:

- Smartphone, tablet or a desktop that is used for teleconferencing.
- Active MyChart account. If you have trouble with your existing account or need help to create a new one, you can call our Health Information Management department at 414-266-2640, Monday - Friday between the hours of 8 am-4:30 pm.
- MyChart Mobile and Zoom applications (apps)
- Insurance information for eCheck-In
- A fully charged device on day of appointment. Login to your visit up to 10 minutes before start time

How and when can I schedule a video visit?

If you and your provider agree to a video visit, staff will try to schedule it at your pre-op appointment. If you did not schedule during your pre-op appointment, patients will have a chance to schedule it after their procedure.

Can everyone have a video visit?

To start, follow up video visits are only for those with an active MyChart account and have had surgery for:

- Appendicitis
- Hernia
- Pyloric Stenosis

Who will provide my care during a video visit?

By design, video visits are similar to an office visit. They will last about the same amount of time and go over the same information. Medical assistants may help gather information, just like an office visit, before you meet with your provider.

Are prescriptions provided during a video visit?

If you require a prescription, your provider will send your prescription into your preferred pharmacy. Narcotics will not be prescribed at video visits.

How will my visit be billed?

If your visit is done within 90 days of your surgery, you will not be charged.

What if I am running late to my video visit?

If you are unable to connect to your video visit within 15 minutes of your appointment, your appointment will be cancelled. You will need to call the surgery nurse at 414-266-6988. You should leave a message to say that you can not do your video visit.

What if my video does not work for my appointment?

If your video will not work for the visit, your provider will call you to complete your visit over the phone.

Can my teenager have a video visit?

Patients under the age of 18 must have an adult present during their video visit.