

Scheduled Video Visits, right from home



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

Scheduling a secure video visit

Your care team will work with you to schedule a video visit.

Video visit prerequisites

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

- **Sign up for MyChart account access**
You must have active MyChart accounts for you and your child. If you do not have a MyChart account, set one up now at chw.org/MyChart.
- **Have access to a suggested mobile device**
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 more problems may happen.

What to expect before your visit

Here's what you can expect before your scheduled video visit if you enrolled in MyChart:

- **At least 24 hours in advance of your visit**, sign in to MyChart to complete eCheck-in, update your demographics, review your medications and verify your insurance.

How to prepare for your visit

- You must have MyChart and Zoom downloaded onto your phone to connect to the visit.
- Please visit chw.org/videovisits for instructions on how to prepare.
- Plan to connect up to 15 minutes before your appointment. Your provider may be running late. Please stay connected until they arrive.
- It is best to use your mobile iPhone/iPad/Android device for the video visit.
- If you are unable to start your visit at your scheduled time, we may not be able to see you.

Cost and insurance

We will bill your insurance company for the visit using our standard prices. Deductibles and co-payments may be applied as determined by your insurance plan.



Kids deserve the best.

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