

Video and Telephone 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 visit with your provider.

What is a telephone visit?

A telephone visit is an appointment using just your telephone where you and your child will receive a phone call from your provider for a visit.

Which visit would be better for my child (video or telephone)?

Your provider will determine the visit type that will work best for you and your child.

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 a.m. – 4:30 p.m.
- MyChart Mobile and Zoom applications (apps)
- Insurance information for eCheck-In
- A fully charged device on day of appointment
- Log in to your visit up to 15 minutes before start time

What do I need for my telephone visit?

A reliable phone connection and a quiet space.

How and when can I schedule a video or telephone visit?

If your provider feels like a video or telephone visit is appropriate, a staff member will contact you.

Who will provide my care during a video or telephone visit?

Both video and telephone 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 and telephone visit?

If you require a prescription, your provider will send your prescription to your preferred pharmacy. Narcotics will not be prescribed during video or telephone visits.

How will my visit be billed?

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.

What if I am running late to my video visit?

If you are unable to start your visit at your scheduled time, we may not be able to see you.

What if I miss my telephone visit?

Your provider will attempt to call you two times. If you are unable to connect during that time, you will need to reschedule your visit.

What if my video does not work for my appointment?

If your video will not work for the visit, your provider will be in touch to reschedule.

Can my teenager have a video or telephone visit?

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

Is my video visit safe and secure?

Yes. Children's Wisconsin uses a secure version of Zoom for video visits. Just like MyChart, we use special tools to keep your information safe and protected. All you have to do is click the Zoom link for the meeting and we can meet safely!

Can I speak with someone to help me with my video visit?

If you are having issues with your video visit, you can call (414) 250-7045 to speak with a representative to help you.



Kids deserve the best.