

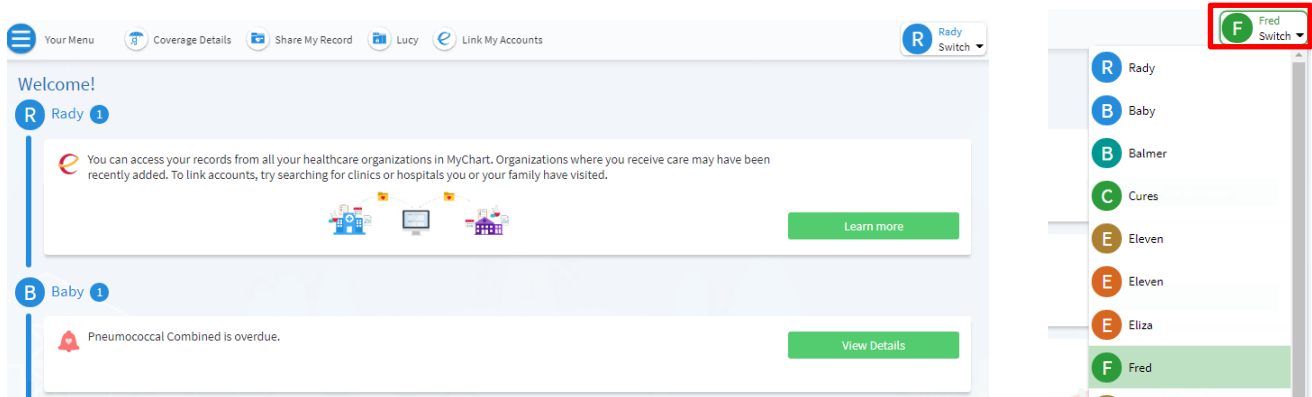
# Join a MyChart Home Telemed Visit by Computer

Overview: This tip sheet will walk you through the process of connecting to a telemedicine visit with your provider through a web browser (using a laptop or desktop computer).

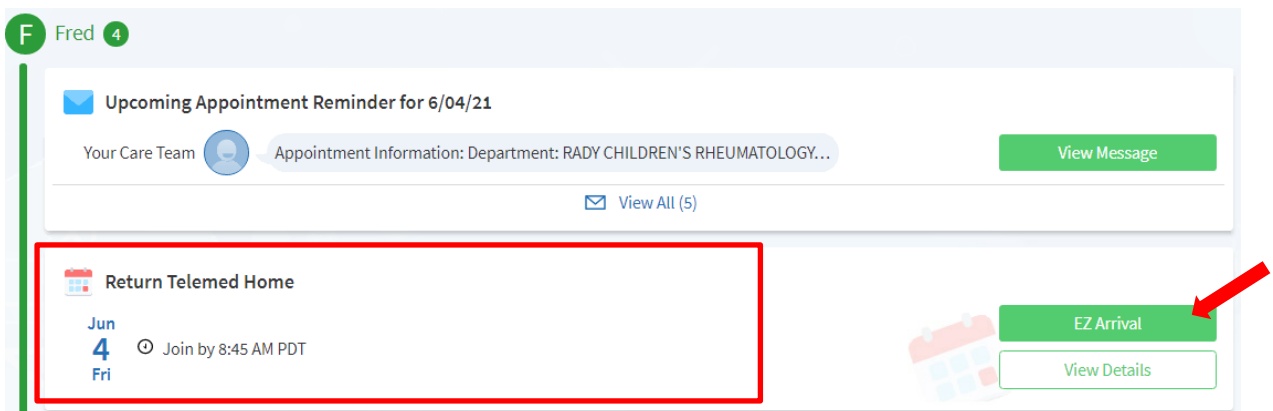
1. When you're ready to start your visit, log into the MyChart website: <https://www.mychartatradychildrens.org/>  
**\*\*PLEASE NOTE: The patient MUST be present during the visit\*\***



2. On the home page, locate your child by scrolling down or by using the drop-down menu in the right upper corner.



3. Under your child's name you will see their "Health Feed" with a list of action items and alerts. These will show upcoming visits and other important notifications for your child.
4. Find your Telemed Visit on the list. **Click on the green "EZ Arrival" button.**



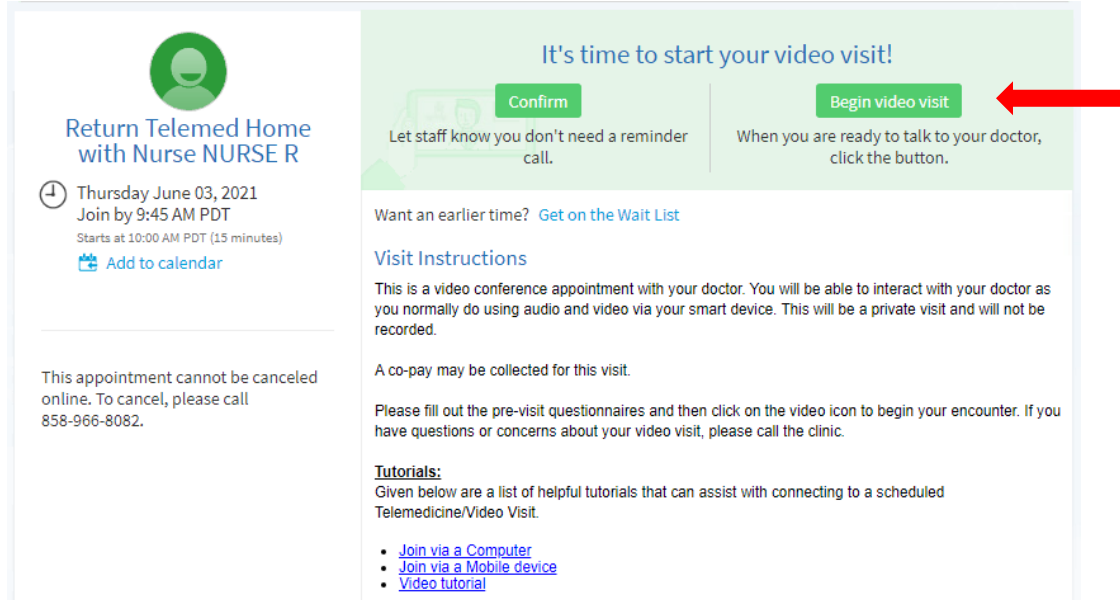
5. You will be taken to the first EZ Arrival screen. EZ Arrival is part of your pre-visit check-in process. You'll be prompted to complete several sections where you will need to update or confirm important information on your child. This may take several minutes to complete and can include:
- Demographics and personal information
  - Medications, allergies and/or health problems
  - Pre-visit patient questionnaires
  - Insurance verification and Co-Pays
  - Any required pre-visit consents

6. Once you have updated your information (by clicking **Edit** or **+ Add**) or confirmed the displayed information is correct, click “**This information is correct.**” The Next button will turn green. Click “**Next**” to move to the next screen.

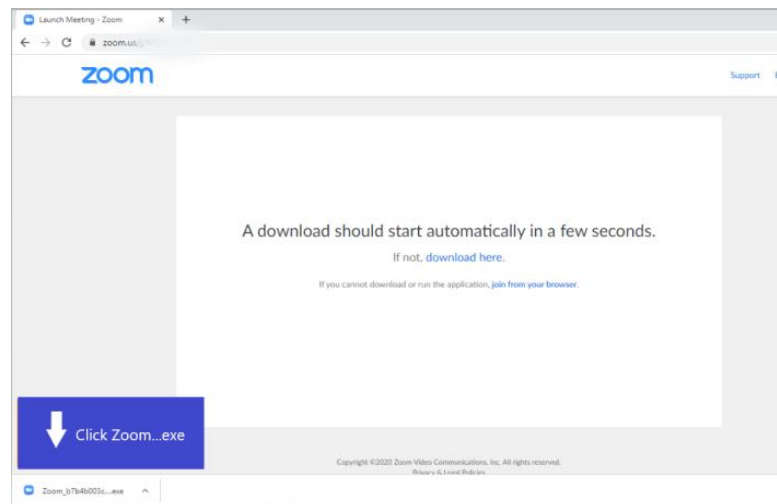
7. EZ Arrival will take you through each section, using the same process outlined above. Once all required sections are completed, click **Submit** to finish and file the information. You will be directed back to the “Appointment Details” page in mychart.

## Patient Tip Sheet

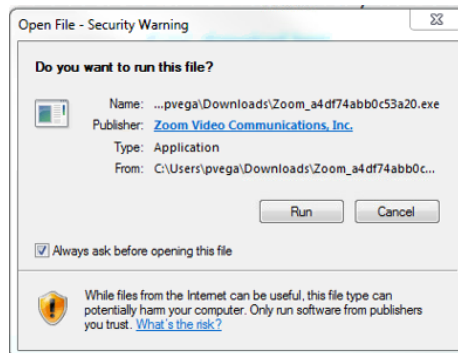
8. A green **BEGIN VIDEO VISIT** button will be displayed. Click on this button when it is time to start your appointment. This will open a new tab so that Zoom can launch.



9. You will be redirected to the Zoom website and Zoom will automatically begin to download. If it doesn't start automatically after a few seconds, you can click on the "download here" link.

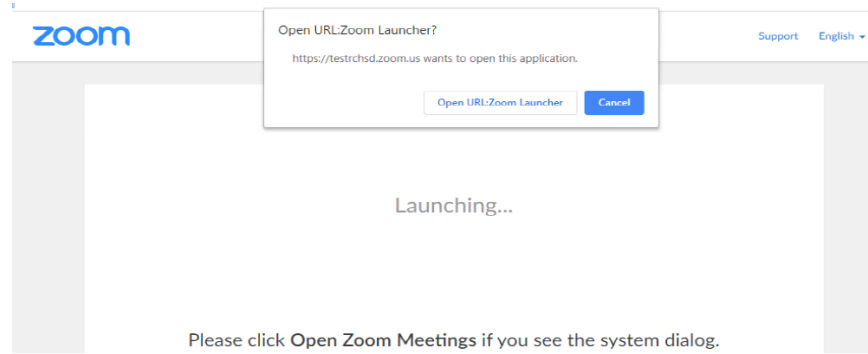


10. Once Zoom has been downloaded, you will see the file appear at the bottom left of your screen. Click on it once. A pop-up window will open asking to run the file. Click "Run."

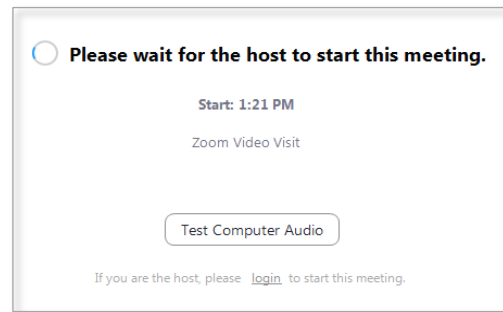


## Patient Tip Sheet

11. If you have previously used Zoom you may be asked to open a previous URL. Click “Open.”



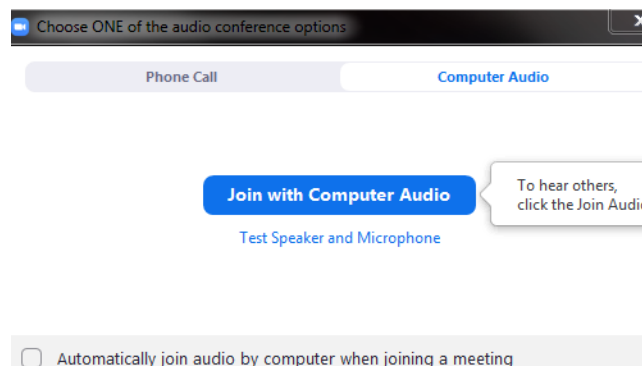
12. Once you have downloaded and clicked “run” you should see a confirmation window that looks similar to this:



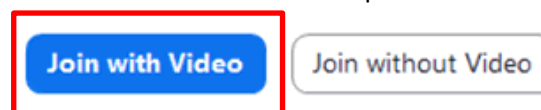
13. It may take a few minutes for the provider to join the visit. Please do not close or exit any of the windows.

**\*\* Please DO NOT login as the host to start the meeting. This will cause an error\*\***

14. Once the provider logs in, you’ll be asked to join with audio. Please select “computer audio.” This will allow the provider to hear you.

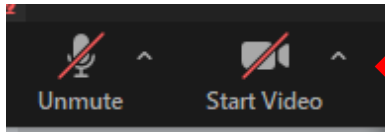


15. If prompted, please select “Join with Video.” This will allow the provider to see you.

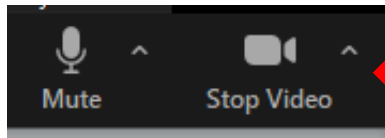


16. **Please ensure that your microphone and camera are on.** These settings are found in the *lower left* corner of the Zoom meeting window.

## Patient Tip Sheet



Microphone & Camera are **off**. Please click on each icon to start the audio & video



Microphone & Camera are **on**. This is correct.

17. You are now connected with the provider and can complete your visit.
18. After the visit is over, you may receive a short Post-Visit Satisfaction survey. Your feedback on how the video visit went is important to us and we will use the information to improve our Home Telemedicine services.