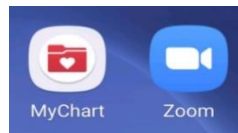


Join a MyChart Home Telemed Visit by Mobile Device

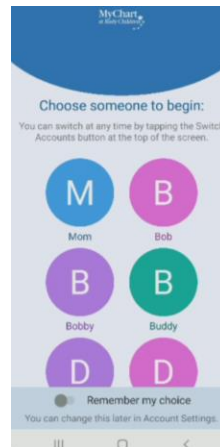
Overview: This tip sheet will walk you through the process of connecting to a telemedicine visit using a mobile device (iPad or tablet) or smartphone.

1. Rady Children's Hospital uses **Zoom & MyChart Apps** for conducting telemedicine visits on a mobile device or smartphone. **Before your appointment, please ensure that both Apps have been downloaded onto your device.**

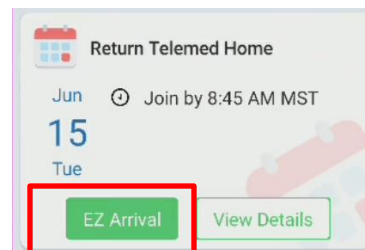
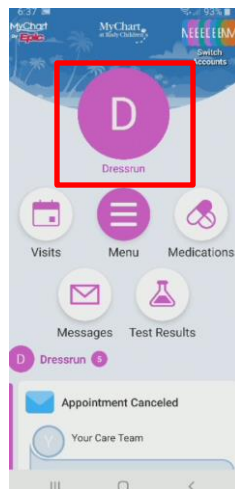
****NOTE: The patient MUST be present for a Telemedicine visit****



2. Open the MyChart App and log into your MyChart Account. Choose the patient from the list on the home screen.

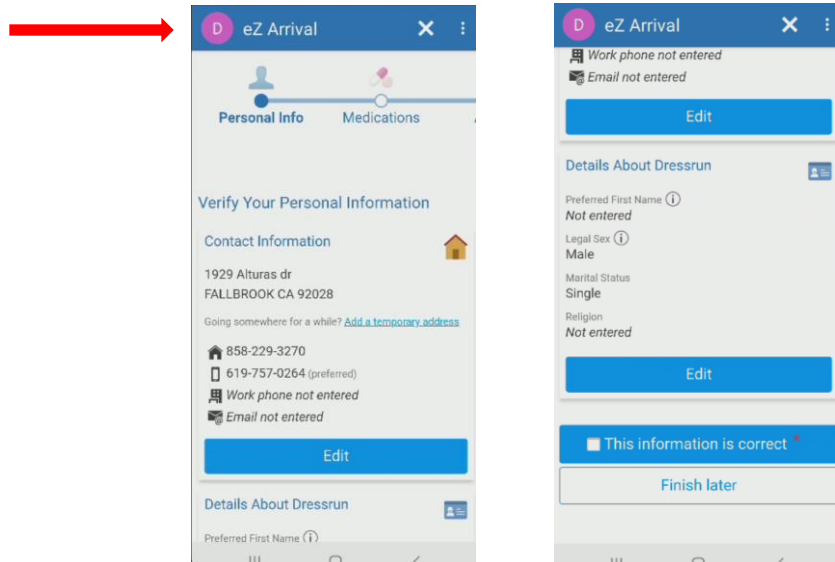


3. Once you are in the correct child's account (indicated by the Child's name at the top of the screen), scroll down the health feed until you see the telemedicine appointment. **Tap on the green EZ Arrival button.**

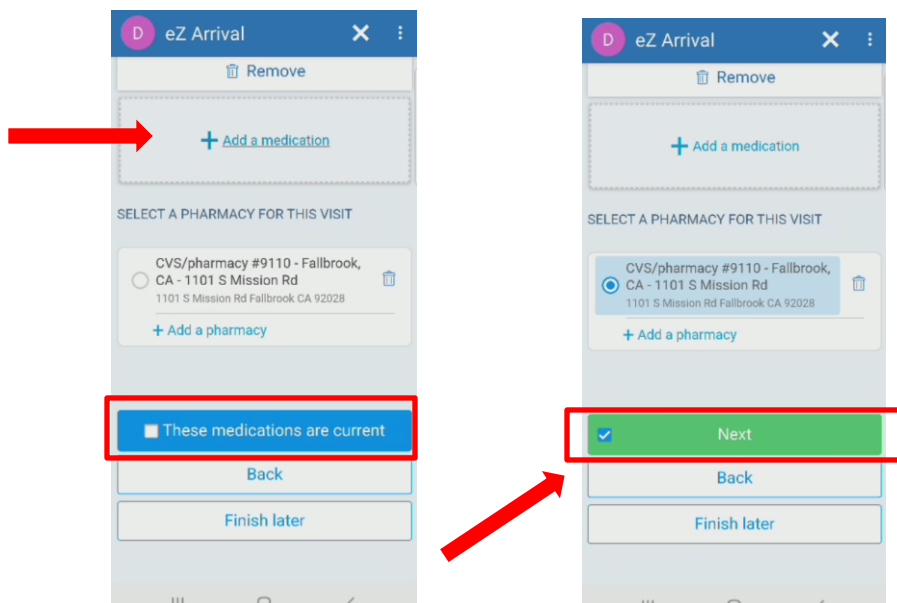


Patient Tip Sheet

4. You will be taken to the first eZ Arrival screen. eZ Arrival is part of your pre-visit check-in process. You will be prompted to complete several sections where you will need to update or confirm important information about 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

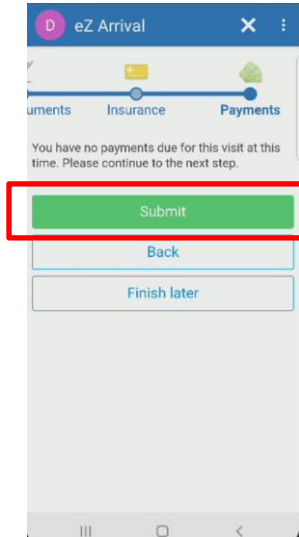


5. On each screen, once you have updated your information (by clicking **Edit** or **+ Add**) or confirmed the displayed information is correct, click **"This information is correct."** The Next button will then turn green. **Click Next to move to the next screen.**

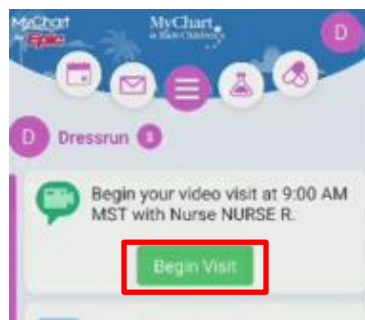


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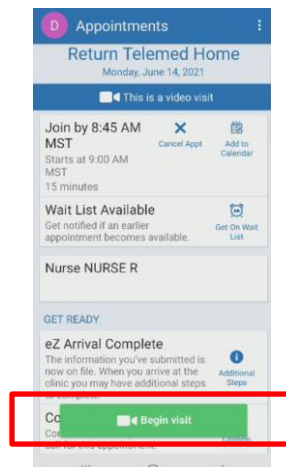
6. EZ Arrival will take you through each section, using the same process outlined above. Once all required sections are completed, **click Submit to finish and file the information.**
7. A “Thank you for using EZ Arrival” message will appear. If you are not automatically redirected, tap on **Close** in the upper right corner of the screen to close this window and return to the Home Feed.



8. On the Home Feed, when you are ready to start your telemedicine visit, **tap on the green Begin Visit button.**

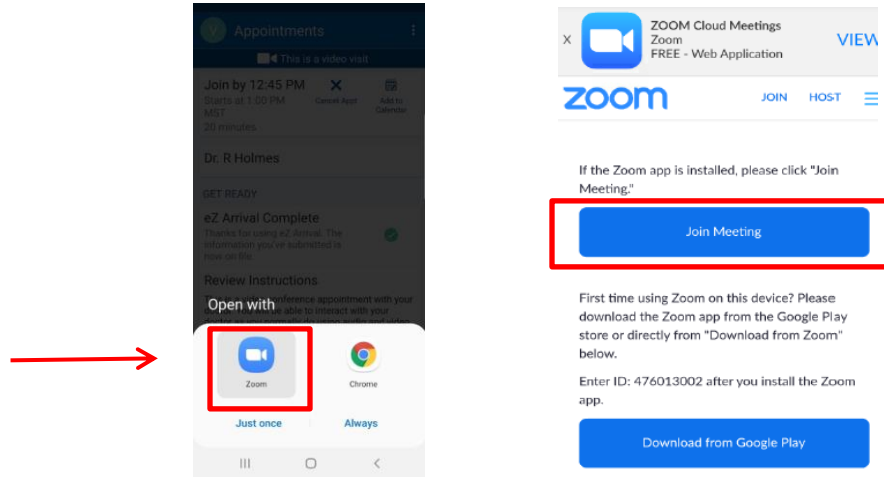


9. The appointment details page will open. **Tap the green Begin Visit button near the bottom of the screen.**
If you try to log into your visit too early, this button may be grayed out until closer to the appointment time



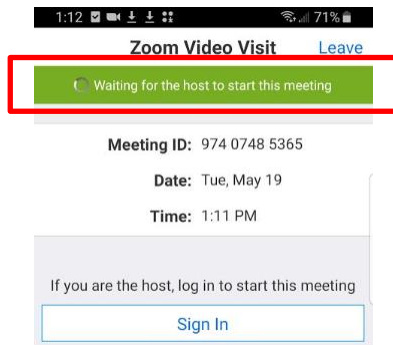
10. You will be redirected to the Zoom app. **This may look different depending on your type of phone.** If it is your first time doing a Telemed visit or using Zoom on your device, you may be asked to enter your name.

** You don't need a personal Zoom account to join the meeting, you just need the app downloaded on your device**



11. You are now checked into your appointment and have entered the Zoom Meetings waiting room. **It may take your provider a few minutes to join the visit.**

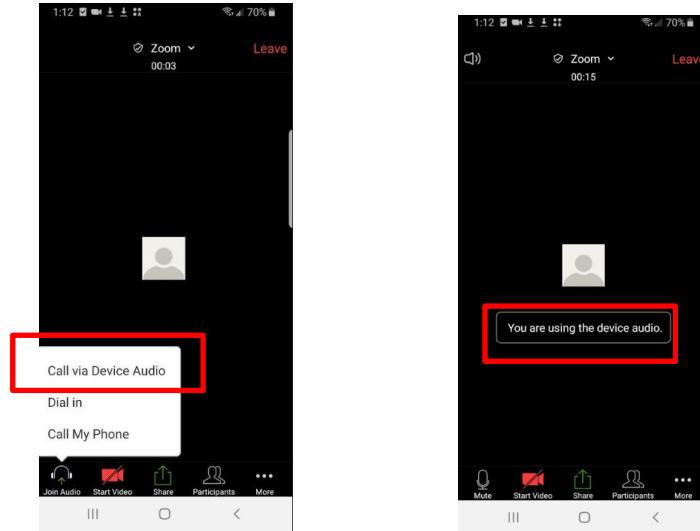
12. Please do not leave the meeting or close the window. Please **DO NOT** Sign In as the host to start the meeting. This will cause an error. You will wait for the provider to start the meeting.



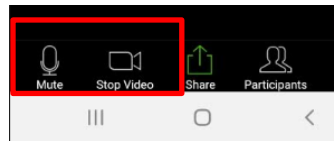
13. Once your provider joins the meeting, options for joining with audio and video will appear on the screen. Tap on “join audio” and choose “call via device audio.” If prompted for video, tap on “join with video” or tap on the red camera icon in the lower left corner of the screen.

There may be slight differences in how these items display on your device

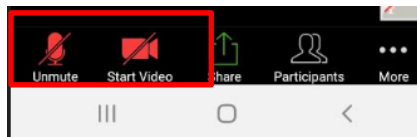
Patient Tip Sheet



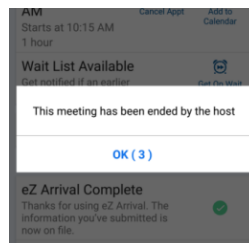
14. Once your Telemed visit starts, please make sure that you are unmuted and that your video is on. You can check this by looking at the icons on the bottom left of the screen. They should be white (like pictured below).



15. If they are red (like in the image below), you will need to “unmute” and/or “start video” by tapping on each icon. This will ensure that your provider can see and hear you.



16. Once your appointment is completed, you will receive a confirmation that the meeting has ended.



17. After the visit is over, you will receive a short Post-Visit Satisfaction survey via MyChart. Your feedback on how the video visit went is important to us and we will use the information to improve our Home Telemedicine services.