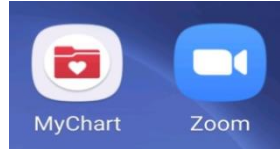


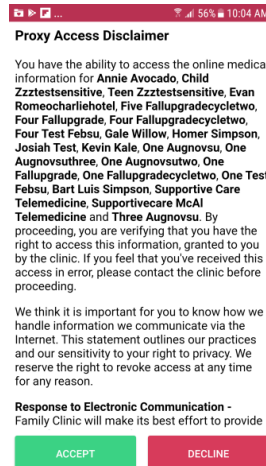
## Join a MyChart Home Telemed Visit by Mobile Device

Overview: This tip sheet will walk you through the process of connecting to a telemedicine visit with your provider using a mobile device or smartphone.

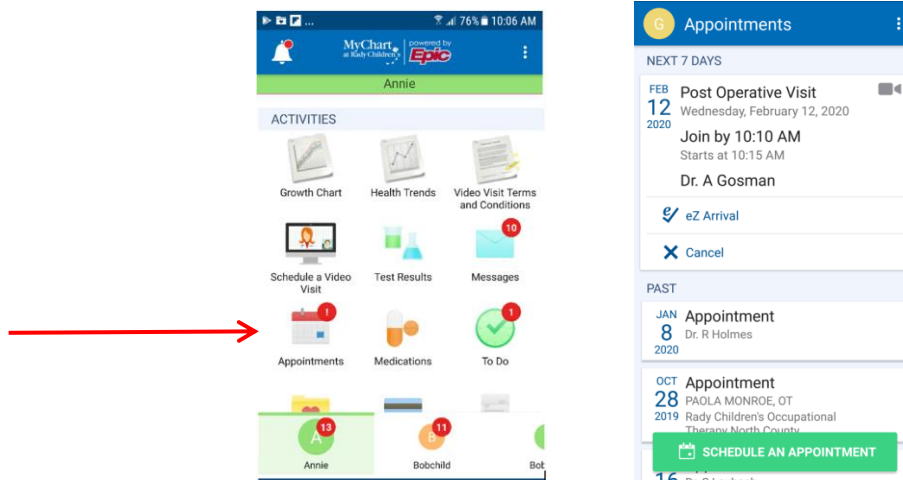
1. Rady Children's Hospital uses Zoom & MyChart Apps for conducting telemedicine visits on a mobile device or smartphone. Before your appointment, please ensure that both Apps have been downloaded onto your device.



2. Open the MyChart App and log into your child's MyChart Account. Accept the Proxy Access Disclaimer.



3. Locate your child's name (if you have multiple children) towards the bottom of the screen. Tap on the calendar icon with the label "Appointments." Look for your appointment and tap "EZ Arrival"



## Epic Tip Sheet

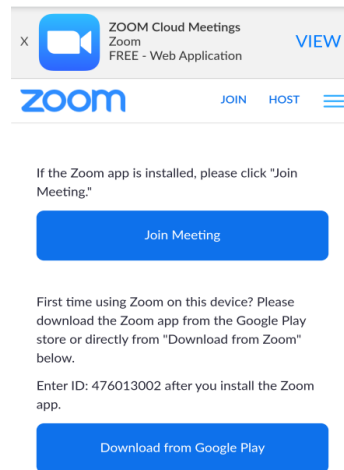
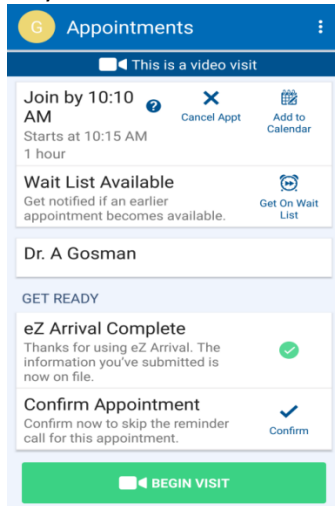
- This prompts you to fill out a questionnaire (if your clinic requires a pre-visit questionnaire). Fill out the questionnaire. Tap “continue.”

- On the next window, you can review your answers to the questionnaire. Click “SUBMIT.” You will see a “Thank you for using EZ Arrival” message. You can “X” out of it.

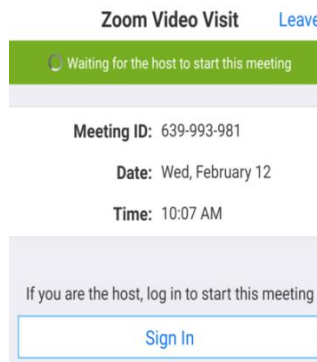
- You will be sent back to the appointment page. There will be a green video camera icon displayed in the upper right. When it is time to start your appointment, tap on the green video camera icon.

## Epic Tip Sheet

- Next, tap the green "Begin Visit" button near the bottom of the screen. You will be redirected to Zoom. If it is your first time doing a Telemed visit or using Zoom on your device, you may be asked to enter your name.

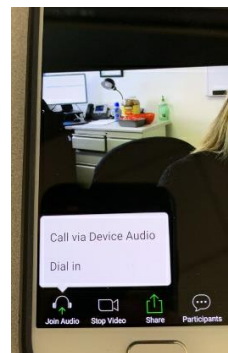
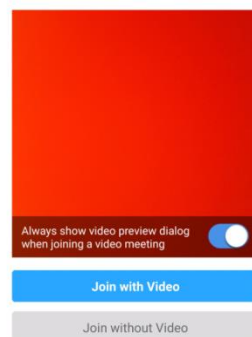


- You are now checked into your appointment and have entered the Zoom waiting room. It may take your provider a few minutes to join the visit. Please do not leave the meeting or close the window. *Please DO NOT Sign In as the host to start the meeting. This will cause an error.*



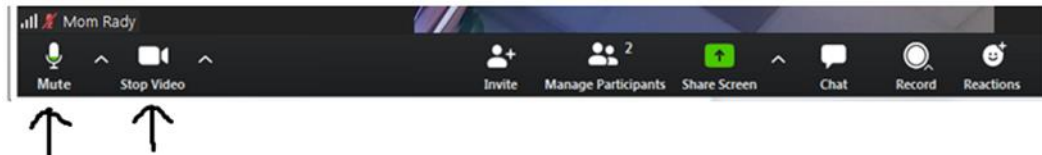
- Once your provider joins the meeting, options for joining with audio and video will appear on the screen. If prompted for video, tap on "join with video". Tap on "join audio" and choose "call via device audio." *There may be slight differences in how these items display on your particular device.*

### Video Preview

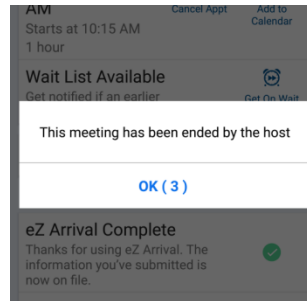


## Epic Tip Sheet

10. Once your Telemed visit starts, please make sure that the “Mute” and “Video” icons on the bottom left of the screen are turned on. They should be white. If they are red, you will need to “unmute” and/or “start video.” This will ensure that your provider can see and hear you.



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



12. 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.