

Joining Virtual Visits through the MyChildren's Patient Portal



Virtual visits uses live videoconference technology to connect you to your clinician through Zoom software. Once your virtual visit has been scheduled, follow these steps to access your appointment.

Note: If you do not have a MyChildren's portal account you will receive an email with a Zoom link one hour before the visit.

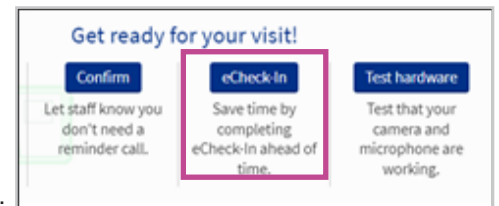
Prepare for your virtual visit

Install the Zoom software to your device

- For desktop and laptop computers, install **Zoom client for meetings**. Select zoom.us/download to download.
- For mobile devices and tablets (Apple and Android), install **Zoom mobile apps**. Follow the prompts to download and once the download is complete, open and run the application, or if prompted, select **Launch Application**.

eCheck-In for your visit

- Once your appointment is scheduled, you will receive a message in MyChildren's with appointment details.
- Check your email to eCheck-In and sign required documents for your visit up to 7 days before your virtual visit.
- You can complete eCheck-in by selecting **Check in Online** from that email or you can check in directly from MyChildren's if you login and select the **Visits** tab from the main menu. Under **Upcoming Appointments** you can select **eCheck-In** and follow the steps from there.



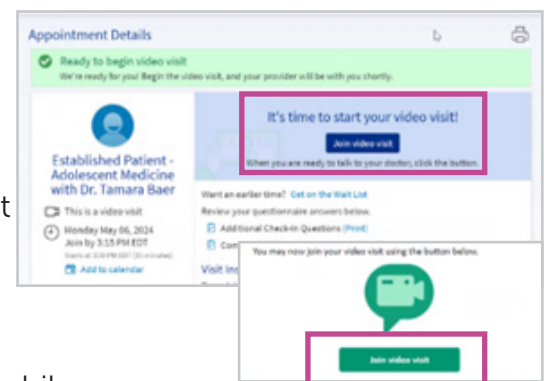
Inviting another guest to your virtual visit

- From the portal main menu, select the **Visits** tab.
- Select **Details** for your upcoming appointment.
- Select **View and invite participants** and you will be prompted to enter an email address for the guest, and they will receive an email with a link to join the visit as a guest.

On the day of your virtual visit

Reminder: complete your eCheck-in to join the virtual visit.

- **Join by email:** Select **Join video visit** 15 minutes before your appointment from your email.
- **Join by MyChildren's:** Login to your MyChildren's account 15 minutes before your visit begins, select the **Visits** tab from the main menu. Under **Upcoming Appointments**, select the **Join video visit**.
- Zoom will launch and you will join a virtual waiting room while your provider prepares for the visit. When your provider joins, your virtual visit will begin.



Cómo descargar MyChildren's aplicación en Android



Para acceder al Portal del Paciente de MyChildren en un dispositivo móvil, los usuarios deberán descargar la aplicación MyChart de la App Store de Apple. Siga los pasos a continuación para descargar y agregar Boston Children's a su dispositivo móvil.

1. Descargar MyChart en Google Play Store

- In the App Store, search for MyChart, then select **Get** or the download icon.

2. Abra la aplicación MyChart

- After downloading select **Open** or tap the MyChart icon on your phone screen.

3. Aceptar los términos

- Select the boxes on the screen to agree to the **Privacy Policy** and **End User License**.

4. Toca Buscar una organización

- Located at the bottom of your mobile device.

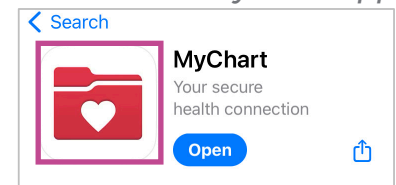
5. Buscar Boston Children's

- Select Boston Children's and then tap **Add select organizations** to add it to MyChart.

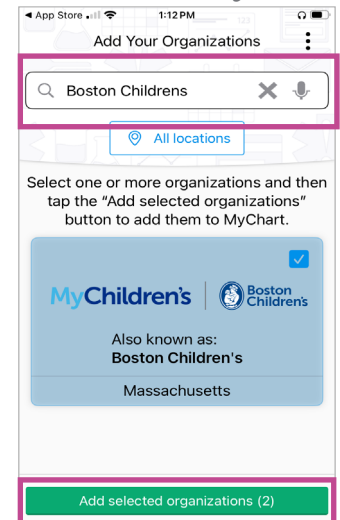
6. Regístrese o inicie sesión

- **Log in** - enter your username and password then tap **Log in**.
- **Sign up** - tap **Sign up** and then enter the needed information.

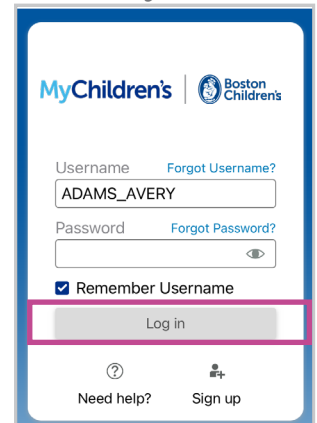
Download and open MyChart app



Add Boston Children's to MyChart



Sign up or log in to MyChildren's



Questions? Contact the Digital Health Support Team at 617-919-4396. Available Monday to Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 4 p.m.

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