

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.

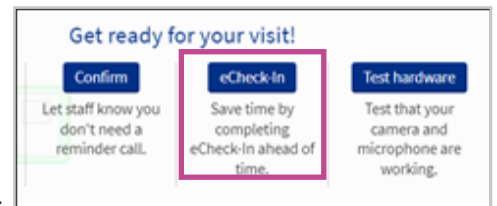
Prepare for your virtual visit

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.



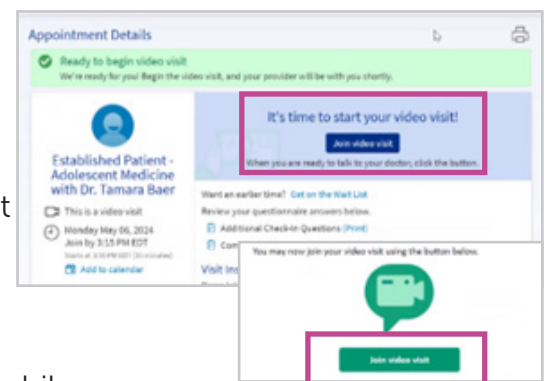
Inviting another guest to your virtual visit

- 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.



Questions? Contact the Digital Health Support Team at 617-919-4390. Available Monday to Friday from 7 a.m. to 7 p.m. and Saturday from 8 a.m. to 4 p.m.

How to Download and Add MyChildren's to your Mobile Device



To access the MyChildren's Patient Portal on a mobile device users will need to download the MyChart app from the Apple App Store or Google Play Store. Follow the below steps to download and add Boston Children's to your mobile device.

1. Download the MyChart app

- **iPhone:** In the App Store, search for MyChart, then select **Get** or the download icon.
- **Android:** In the Google Play Store, search for MyChart, and select **Install**.

2. Open MyChart app

- After downloading the app, open the MyChart app from you mobile device.

3. Agree to the terms

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

4. Tap Search for an Organization

- Located at the bottom of your mobile device.

5. Search for Boston Children's

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

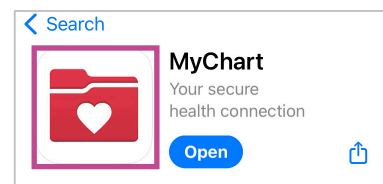
6. Sign up or log in to MyChildren's

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

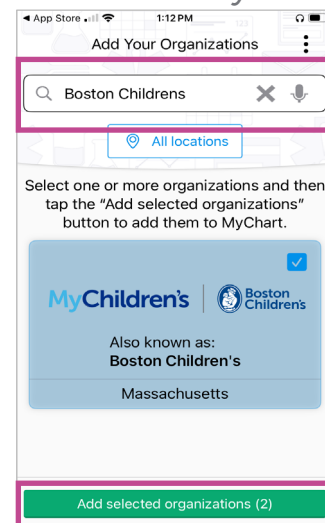
Already have the MyChart app?

- Open your **MyChart app** on your mobile device.
- Select **Edit Organizations** in the right hand corner.
- Tap **+Add another organization** on the bottom of the screen.
- Search **Boston Children's Hospital**.
- Select **Boston Children's** and select **Add selected organizations**.
- Sign up or log in to MyChildren's.

Download and open MyChart app



Add Boston Children's to MyChart



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.

06.2024