

# CPCMG Video Visit Instructions

Participation in CPCMG Video Visits requires an active MyChart account. If you do not have an account, please call your local CPCMG office to sign-up by phone.

The following steps guide you through downloading MyChart, scheduling a Video Visit, and starting a Video Visit on your mobile device.

## Visit Types

1. **Children’s Primary Virtual Care (CPVC)** offers convenient Video Visits from 7:00 am – 9:00 pm Monday through Friday, and 8:00 am – 8:00 pm on Weekends. These visits are self-scheduled by patients on MyChart and your child will be seen by a CPCMG pediatrician or pediatric nurse practitioner covering visits for the day. These visits will probably occur with a different provider than your regular doctor.
2. **Primary Care Provider (PCP) Video Visits** allow you to schedule an online appointment with the CPCMG doctor or nurse practitioner you choose. Currently, these are only scheduled at a few CPCMG offices and require you to call your regular office for scheduling. Once scheduled, all Video Visits start in MyChart by following the steps below.

## MyChart Set-Up and Scheduling a Video Visit

1. Download the MyChart app for your Android or Apple device.

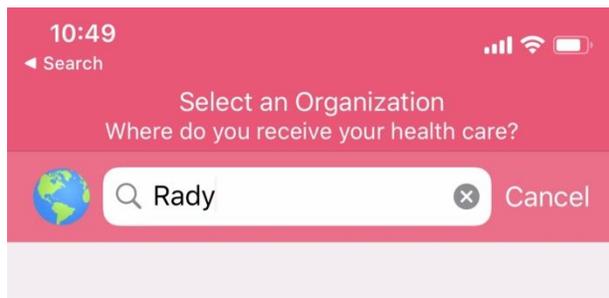


MyChart

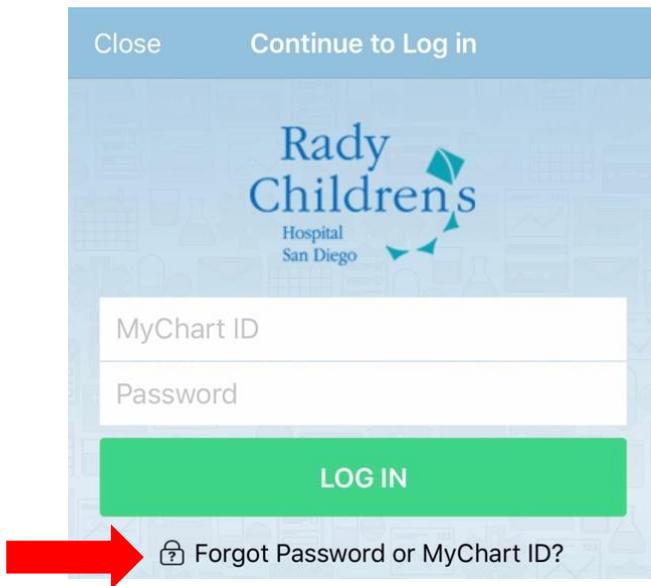
Your secure health connect...

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2. Select “Rady Children’s Hospital” as your health care organization.

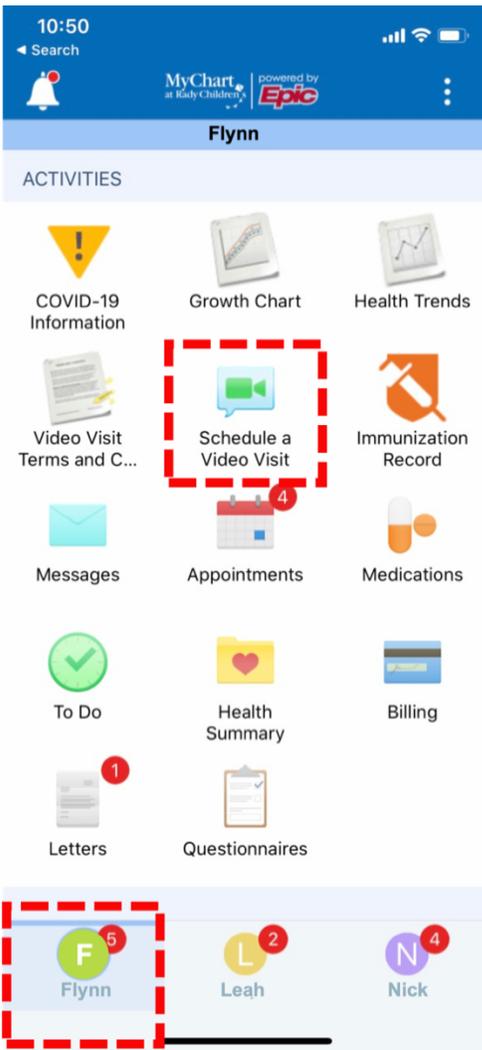


3. Log in with your MyChart credentials. If you don't remember your username or password, you can retrieve them from the log-in page.

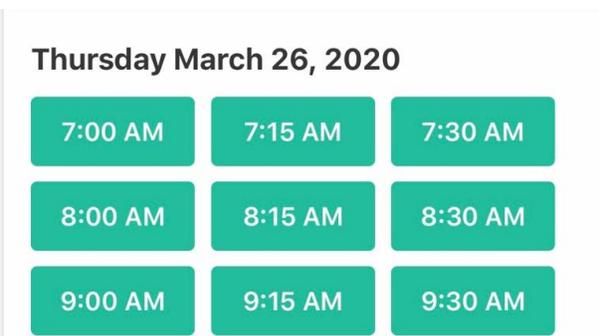


4. Select which child requires a visit. Then tap "Schedule a Video Visit."

(REMEMBER: Scheduling via MyChart provides a convenient selection of visit times with a CPCMG doctor or NP, but you are unable to choose a particular provider for these visits. See *Visit Types*, above for more information)



5. Select a convenient visit time. Note: Video Visits can be scheduled up to 24 hours in advance.

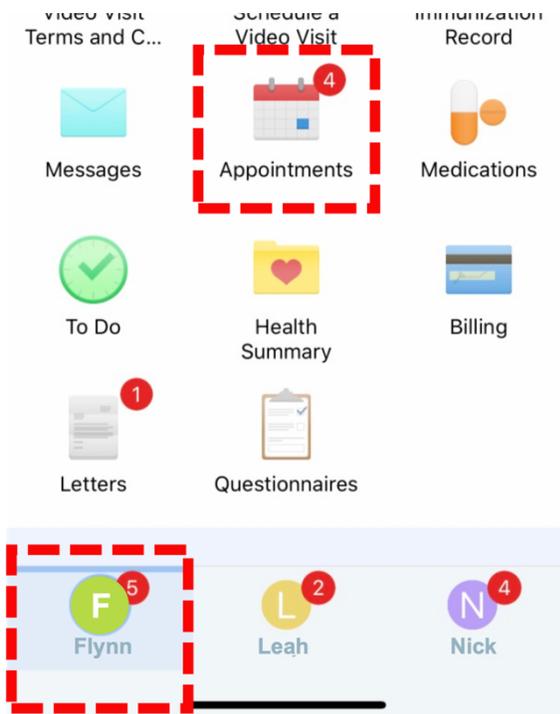


## Pre-Visit Tasks (for all CPCMG Video Visits)

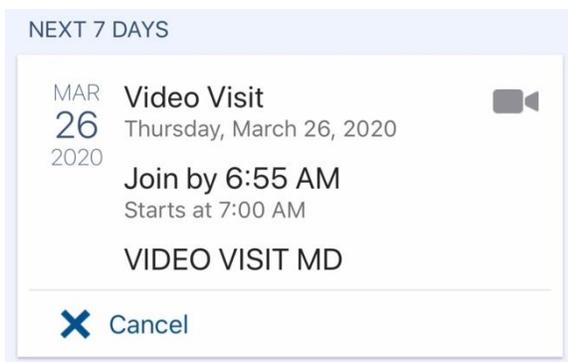
1. After scheduling your visit, download the ZOOM Cloud Meetings app on your mobile device



2. **Five to ten minutes before your scheduled visit**, log on to MyChart on your mobile device, select the correct child, and tap Appointments.



3. Select your scheduled Video Visit.



4. Tap **Begin Visit**.

 BEGIN VISIT