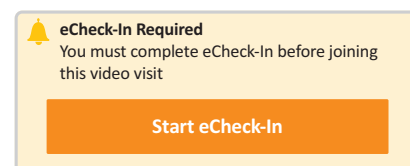


Your virtual visit will start soon! Please stay in the Virtual Waiting Room until your provider joins at the appointment start time. If you need to cancel or reschedule, please contact your clinic as soon as possible. If you need technical help, call (877) 339-9895.

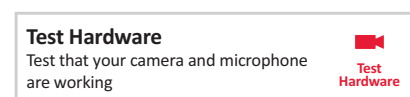
1 Log in to your MyChart account
Open MyChart through the Stanford Children's Health app, or log in at mychart.stanfordchildrens.org.



2 Complete eCheck-in before your visit
Log in to your MyChart account to complete eCheck-in. Completing eCheck-in takes less than 5 minutes and is **required** to join your virtual visit.



3 Test your audio, video, and Wi-Fi
Test your audio and video through [Zoom.us/test](https://zoom.us/test) or by clicking the “**Test Hardware**” button in MyChart. Make sure you have a stable Wi-Fi connection.



4 Start your virtual visit
Click “**Begin Visit.**” You may join up to **15 minutes before your appointment.** Your provider will join at the scheduled appointment time.



5 Wait in the Virtual Waiting Room
Please wait in the Virtual Waiting Room. Someone from your care team will be with you as soon as possible.



How do I prepare for my virtual visit?

- ☐ Please confirm that you can log in to your MyChart account.
- ☐ Complete eCheck-in before your visit and sign all forms. This is required to join your visit.
- ☐ Ensure the patient is present and located within California at the time of the appointment.
- ☐ Download the Stanford Children's Health app and Zoom app.
- ☐ Choose a private area where you can talk about medical information.
- ☐ Charge your devices and check that you have a strong internet connection.

What should I expect during my virtual visit?

A virtual visit is like FaceTime or a Zoom meeting. In MyChart, complete eCheck-in and click the "Begin Visit" button. This will bring you to the virtual waiting room and tell the clinic staff that you are ready for your visit. Please stay in the virtual waiting room until the provider joins the visit. Then, you will have a visit with your provider where they may talk about your medical information, answer any questions, and order tests, just like they would in an in-person visit.

How do I join my virtual visit?

You can join your virtual visit by opening MyChart on your phone or computer. To use MyChart on your phone, open either the Stanford Children's Health app or the MyChart app. To use MyChart on your computer, go to mychart.stanfordchildrens.org. If you do not have an active MyChart account, cannot log in to your visit, or are having trouble completing eCheck-in, please call the MyChart help desk at **(877) 339-9895**.

Can I invite another person to my virtual visit?

Yes. If you want to add another person to your virtual visit, tell the provider or staff member at the beginning of your visit. They can send a link for the visit to the other person's phone number or email address.

Can I cancel or reschedule my virtual visit?

Yes. If you need to reschedule your visit, please call your clinic as soon as possible.

What if I have technical problems during my virtual visit?

Audio and Video Issues—If you have audio or video issues either before or during your visit, please make sure you have allowed access to your microphone and camera, and your lens cover is open. If you are still having trouble, please click "Call Me" in Zoom to call in to the visit using your phone audio.

MyChart Issues—If you are having trouble logging in to your MyChart account or forgot your password, please call the MyChart help desk at **(877) 339-9895**.

Does insurance cover my virtual visit?

Most insurance companies cover virtual visits, but you should check with your insurance company to find out if it is covered by your insurance plan. If the virtual visit is covered, we will bill it to your insurance the same way as an in-person visit.

If you need to cancel or reschedule your virtual visit, please contact your clinic as soon as possible.

If you need technical help, call **(877) 339-9895**.