

## Frequently Asked Questions

# Virtual Visits

### **Q: What is a virtual visit?**

**A:** Your practice's virtual visit service connects you directly to your child's behavioral health clinician through a secure and confidential live-interactive video system. This service allows your child to receive the care he or she needs right from home — or another convenient location. Virtual visits are similar to face-to-face visits — the clinician will review your child's symptoms, answer questions and discuss next steps.

### **Q: Why should I schedule a virtual visit?**

**A:** Virtual visits make it easy to get specialized care. A virtual visit allows you to access care from the comfort of your own home, or any other convenient location, using a mobile device. This helps save you time and travel costs. You can also invite other family members to join virtual visits from another location, making the service especially convenient for busy families.

### **Q: How does a virtual visit differ from a regular visit?**

**A:** A virtual visit is very similar to a regular face-to-face office visit. To begin your visit, you will access a secure video link provided to you. Once in the virtual waiting room, your clinician will be notified and will connect with you through the video system. You'll be able to interact in real time, share diagrams, review any labs or medications, and communicate just as you normally would in a face-to-face visit.

### **Q: What type of technology do I need for a virtual visit?**

**A:** You can have a virtual visit on any mobile smartphone or tablet such as an iPhone, Android or iPad. From your mobile device, download the MyChart app through Google Play or the Apple store. If you do not have a MyChart account, please reference the MyChart Patient User Guide provided by the practice. You will also need to download the Zoom application, is the software that enables the video visit.

### **Q: How do I schedule my virtual visit with my Behavioral Health provider?**

**A:** You can schedule your virtual visit with your BH provider by contacting your practice directly.

### **Q: If I am 13 or older, will I need my own MyChart account to have my Virtual Visit?**

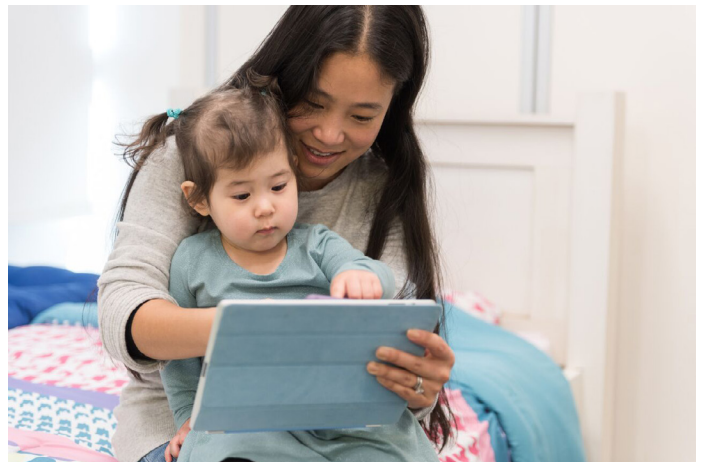
**A:** Children who are 13 years old and older will need to create their own MyChart account in order to manage their Virtual Visit appointments. Parents and guardians will not be able to access your Virtual Visit through their parental proxy MyChart accounts.

### **Q: How do I initiate my Virtual Visit?**

**A:** Please see the Patient User Guide to see instructions on preparing for your visit, and what to do on the day of your virtual visit.

### **Q: What if I have any questions?**

**A:** For support, contact the practice directly.



**Thank you for your interest in scheduling a virtual visit.**

# Virtual Visits

Virtual Visits uses live videoconference technology to connect you to your clinician. After your virtual visit has been scheduled, be sure to complete the following steps before your appointment.

*Note:* You must have a MyChart account in order to complete a Virtual Visit. If you do not have one, please contact your practice.

## Prepare for your visit

### 1. Download the MyChart and Zoom apps

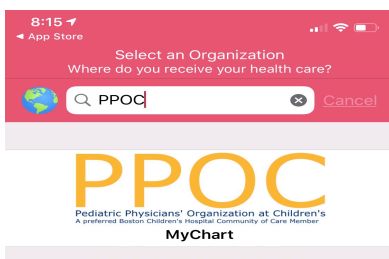
On your mobile device, navigate to the Apple or Google Play stores to download these two applications to your device. Alternatively, use your device's camera to scan the relevant QR code to download each app on your device.



## Logging into the MyChart App

- Patients **under 13** years old should have their Proxy login using their MyChart account.
- Patients **over 13** should log in using their own MyChart account

If this is your first time logging into the app and are asked to select an Organization please search for: "PPOC"



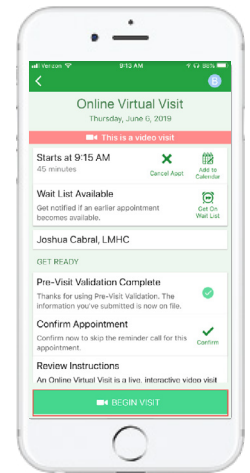
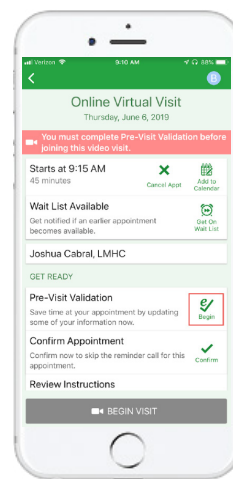
## On the day of your visit

**1. Sign into the MyChart App and complete your Pre-Visit Validation 15 minutes prior to your Appointment**

**2. After Pre-Visit Validation is complete, you will have the option to complete your co-pay**

*If you choose not to pay, your practice will send you a bill.*

**3. Click the Begin Visit button**

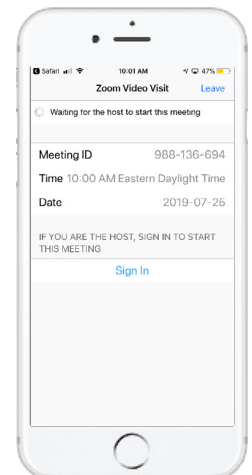
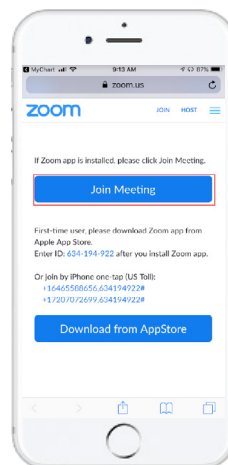


**4. You will be directed to the Zoom website**

Click "Join Meeting" to open the meeting using your Zoom app

**5. Zoom will open to the "Waiting" screen while provider joins**

You will not need to sign in as the host. Your provider will complete this task.



*Need Help? Please contact your practice directly.*

# Getting ready for your virtual visit



## Sign into your MyChart Account

Click on your Appointments tab to make sure your virtual visit has been scheduled. Click on the 'Start Visit' button to make sure the meeting starts.



## Adjust your lighting.

Close blinds and limit natural light.



## Find a quiet space.

The area should be private and free from distractions.



## Be on time.

Log in early for your virtual visit.



## Set your camera.

Place your camera at eye level for a full view of your face.



## Communicate clearly.

Speak slowly and clearly into the microphone.