

# CPCMG Video Visit Instructions

## How to Schedule a CPCMG Video Visit

You must have an active MyChart account to set up a Video Visit. If you do not have an account, please call your CPCMG office. They will provide you with an activation code which you will need to set up your MyChart account.

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

## Visit Options

### Children’s Primary Virtual Care Video Visits

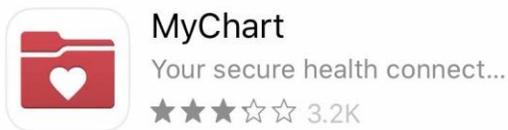
- Appointments are available Monday through Friday, 7am to 9pm and on weekends from 8am to 8pm.
- Your child will be seen by a board-certified CPCMG pediatrician or pediatric nurse practitioner (this will mostly likely not be your usual CPCMG pediatrician).
- Schedule your child’s Video Visit using MyChart.

### Primary Care Provider Video Visits

- You choose the CPCMG pediatric or pediatric nurse practitioner for your child’s appointment.
- Appointments will be available during the provider’s schedule.
- To schedule your child’s Primary Care Provider Video Visit, call your CPCMG office.

## How to set up your MyChart account and schedule a CPCMG Video Visit

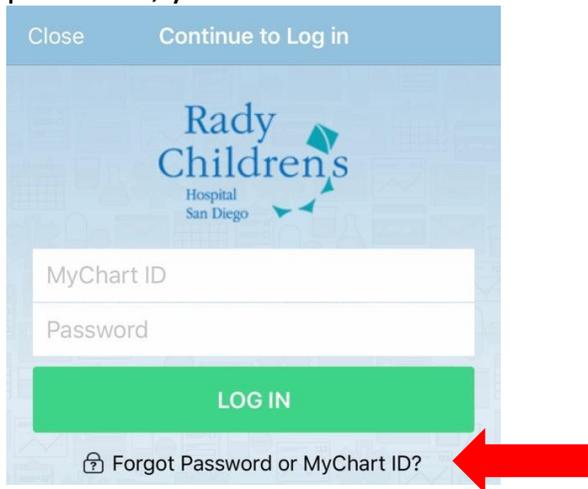
1. Download the MyChart app for your Android or Apple device.



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



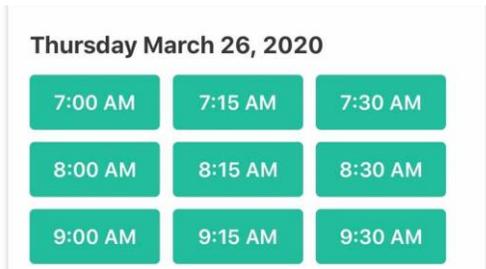
3. Log in with your MyChart credentials. If you don't remember your username or password, you can retrieve them from the log-in page.



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 Options* above for more information)

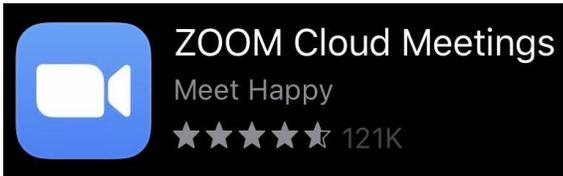


5. Select a convenient visit time. Note: Video Visits can be scheduled up to 24 hours in advance.

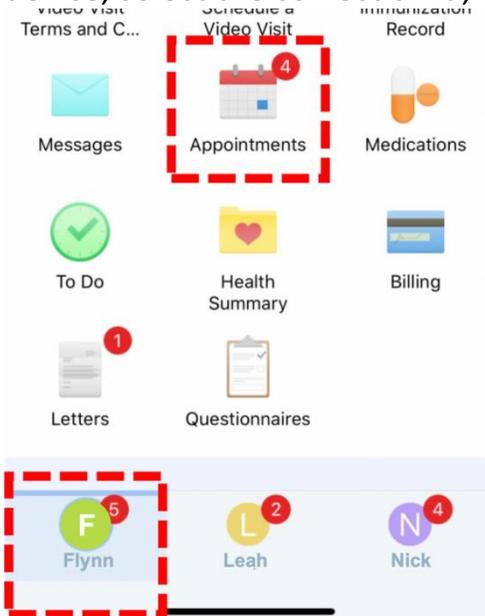


### What to do before your CPCMG Video Visit

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.

NEXT 7 DAYS

MAR  
**26**  
2020

**Video Visit** 

Thursday, March 26, 2020

**Join by 6:55 AM**  
Starts at 7:00 AM

VIDEO VISIT MD

---

 Cancel

### 4. Tap **Begin Visit**.

 **BEGIN VISIT**