

CPCMG Video Visit Instructions

Participation in CPCMG Video Visits requires a patient's caregiver to have an active MyChart account. If you do not have an account, please call your local CPCMG office to set one up.

1. Download the MyChart app on your Android or Apple phone.



MyChart

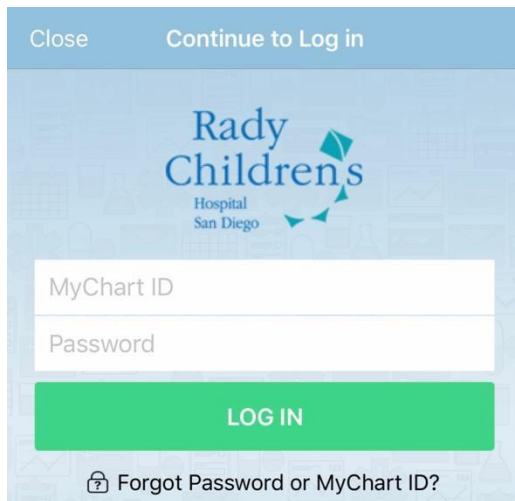
Your secure health connect...

★★★★☆ 3.2K

2. Open MyChart and select Rady Children's Hospital as your health care organization.

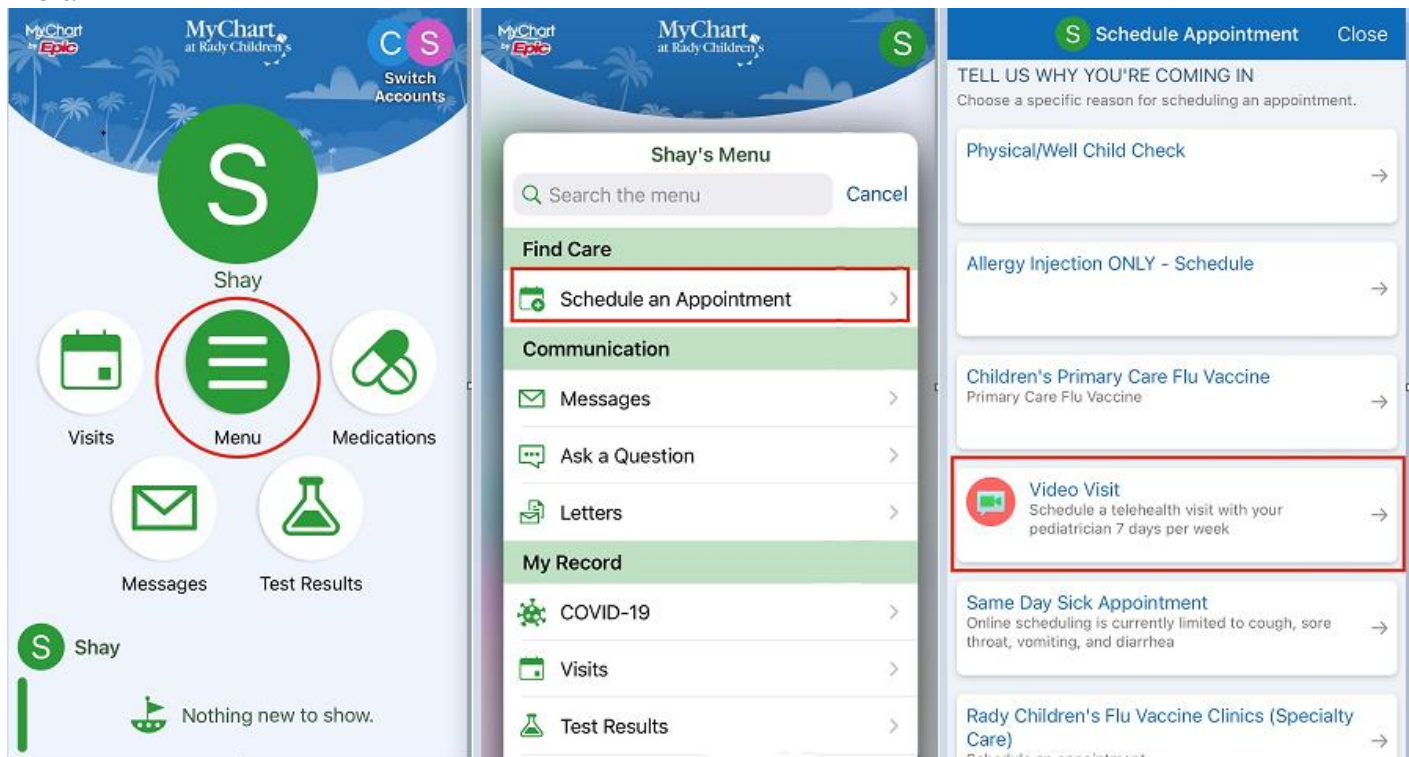


3. Log in with your MyChart credentials. If you don't remember your username or password, you can retrieve them from the log in page.



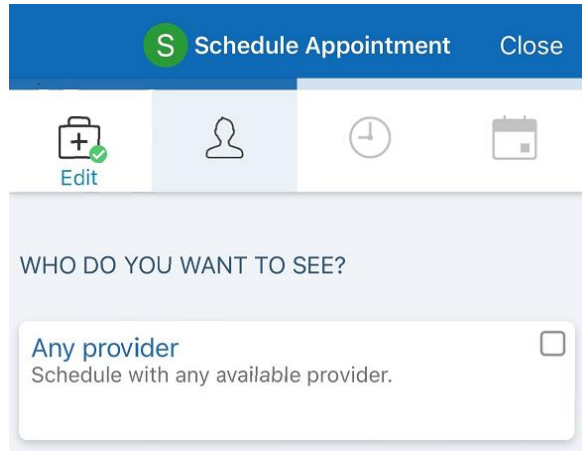
The login screen features a blue header with 'Close' and 'Continue to Log in' buttons. The Rady Children's Hospital San Diego logo is centered. Below the logo are two input fields: 'MyChart ID' and 'Password'. A large green 'LOG IN' button is positioned below the fields. At the bottom, there is a link that says 'Forgot Password or MyChart ID?' with a key icon.

4. Select the child needing a visit. Then select Menu > Schedule an Appointment > Video Visit.



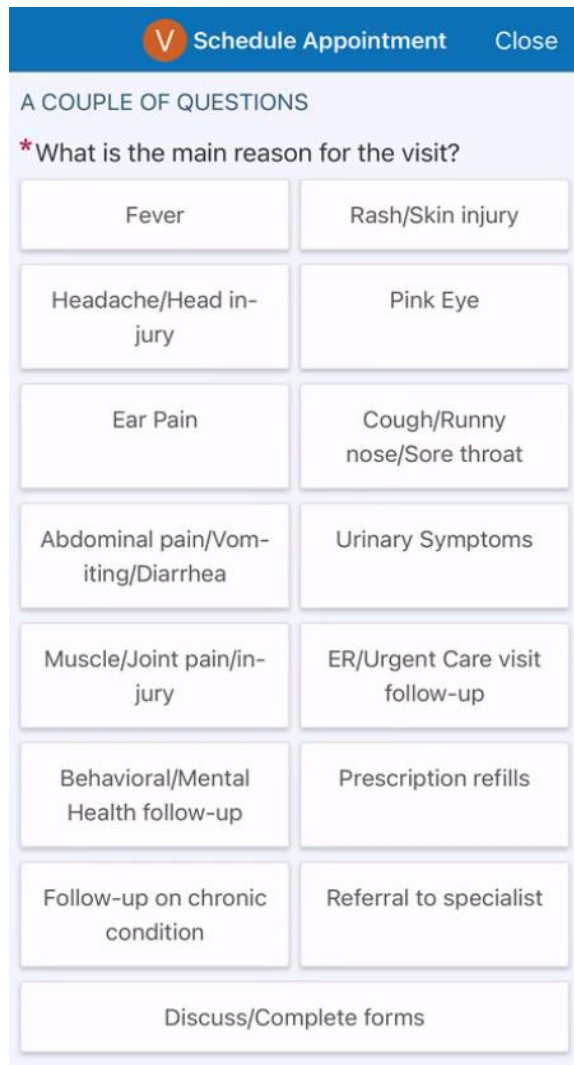
The first screenshot shows the MyChart home screen for a user named 'Shay'. The 'Menu' icon, represented by a green circle with three horizontal lines, is circled in red. Other icons for Visits, Medications, Messages, and Test Results are also visible. The second screenshot shows the 'Shay's Menu' screen. The 'Schedule an Appointment' option, which includes a calendar icon, is highlighted with a red rectangle. The third screenshot shows the 'Schedule Appointment' screen. The 'Video Visit' option, which includes a video camera icon and the text 'Schedule a telehealth visit with your pediatrician 7 days per week', is highlighted with a red rectangle. Other appointment options like 'Physical/Well Child Check' and 'Allergy Injection ONLY - Schedule' are also listed.

5. Select the clinician you prefer to see or the “next available Video Visit provider.”



The screenshot shows a mobile application interface for scheduling an appointment. At the top is a blue header bar with a green circle containing a white 'S', the text 'Schedule Appointment', and a 'Close' button. Below the header is a navigation bar with four icons: a calendar with a green checkmark and the word 'Edit', a person icon, a clock icon, and a calendar icon. The main content area has a light blue background and contains the text 'WHO DO YOU WANT TO SEE?'. Below this text is a white rectangular box with a light blue border. Inside this box, the text 'Any provider' is in blue, followed by 'Schedule with any available provider.' in gray. To the right of this text is a small square checkbox that is currently unchecked.

6. Please select the main reason for the video visit.



The screenshot shows a mobile application interface for scheduling a video visit. At the top is a blue header bar with an orange circle containing a white 'V', the text 'Schedule Appointment', and a 'Close' button. Below the header is a light blue section titled 'A COUPLE OF QUESTIONS'. The first question is '*What is the main reason for the visit?'. Below the question is a grid of 14 white rectangular buttons with light blue borders, arranged in 7 rows and 2 columns. The buttons contain the following text: Row 1: 'Fever', 'Rash/Skin injury'; Row 2: 'Headache/Head injury', 'Pink Eye'; Row 3: 'Ear Pain', 'Cough/Runny nose/Sore throat'; Row 4: 'Abdominal pain/Vomiting/Diarrhea', 'Urinary Symptoms'; Row 5: 'Muscle/Joint pain/injury', 'ER/Urgent Care visit follow-up'; Row 6: 'Behavioral/Mental Health follow-up', 'Prescription refills'; Row 7: 'Follow-up on chronic condition', 'Referral to specialist'. Below the grid is a single wide white rectangular button with a light blue border containing the text 'Discuss/Complete forms'.

7. Please answer the pertinent follow-up questions that help determine whether a video visit is appropriate for the patient or whether an in-clinic appointment is recommended.

A COUPLE OF QUESTIONS		A COUPLE OF QUESTIONS	
<p>*Does your child have any of the following?</p>		<p>*Does your child have any of the following?</p>	
Any difficulty breathing, rapid breathing, throat or face swelling	Has slurred speech	A widespread rash of tiny red-purple spots that do not disappear when you push down on them	A widespread rash that started within 2 hours of taking the first dose of a new medication
Looks very sick	No urine for more than 6 hours	Blisters on the skin or lip ulcers	Neck stiffness
<u>None</u>		Severe headache	<u>None</u>
<div>Continue</div>		<div>Continue</div>	

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

S

Schedule Appointment

Close

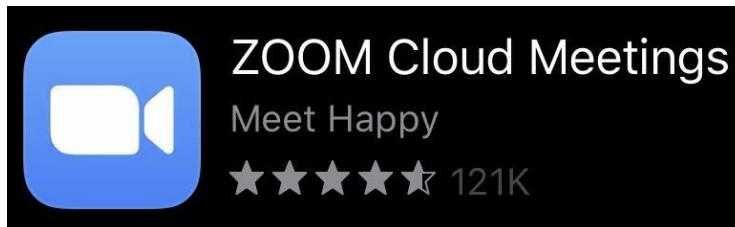
Thursday May 26, 2022

4:45 PM	5:45 PM	6:15 PM
6:30 PM	6:45 PM	7:00 PM
7:15 PM	7:45 PM	8:00 PM
8:15 PM	8:30 PM	8:45 PM

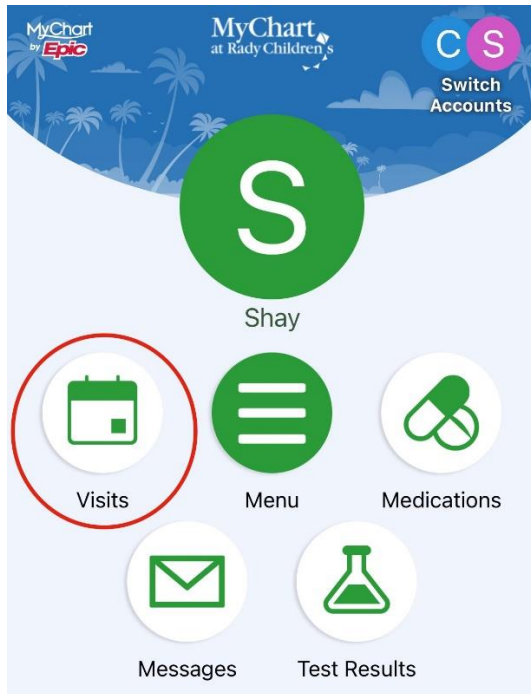
Friday May 27, 2022

8:30 AM	8:45 AM	9:00 AM
9:15 AM	9:30 AM	9:45 AM
10:00 AM	10:15 AM	10:30 AM
10:45 AM	11:00 AM	11:15 AM
11:30 AM	11:45 AM	1:00 PM
1:15 PM	1:30 PM	1:45 PM
2:00 PM	2:15 PM	2:30 PM

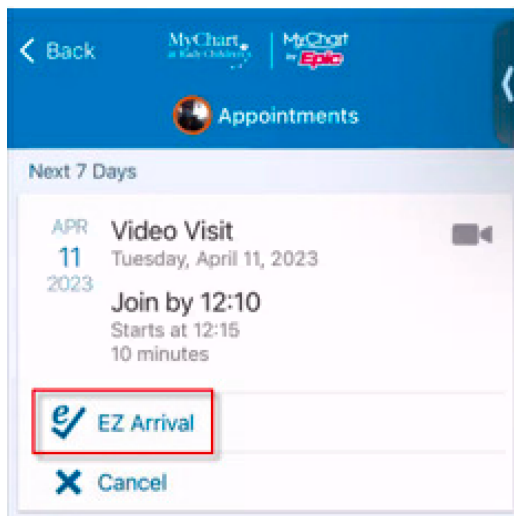
9. After scheduling your visit, please download the ZOOM Cloud Meetings app.



10. Five to ten minutes before your scheduled visit, log on to MyChart and select "Visits."



11. Select your scheduled Video Visit and Select EZ Arrival. **Note:** EZ Arrival can only be completed through Parent account not teen account.



12. Review and Verify that medications are current, then select Next.

eZ Arrival
Finish later

Medications

Sign Documents

Disclaimer: Certain medications on file might be excluded from this list for privacy reasons. This disclaimer appears even if no medications are excluded.

Current Medications

Please review your medications and verify that they are current. **Call 911 if you have an emergency.**

fluticasone 44 MCG/ACT inhaler
Commonly known as: Flovent HFA
[Learn more](#)

Remove

Report a medication

Next

Finish later

13. Review the e-Video Visit Terms and Conditions and sign.

eZ Arrival
Finish later

Medications

Sign Documents

Insurance

Please review and address the following documents.

e-Video Visit Terms and Conditions

Not Signed Yet

Review and sign

Next

Back
Finish later

eZ Arrival
Finish later

e-Video Visit Terms and Conditions

connection. A video visit may be interrupted by slow speeds or other technological problems.

Patient Financial Responsibility and Agreement

1. I understand and acknowledge that a Video Visit is an online evaluation and treatment option and serves as an alternative to an office visit for established CPCMG patients.
2. I understand and acknowledge that Video Visits are not covered by some private insurance companies or Medi-Cal and that I will be financially responsible for all non-covered charges.
3. I understand and acknowledge that charges related to pharmacy, labs, x-rays or other diagnostic tests will be billed separately.
4. Once you begin the Video Visit, please be mindful of pharmacy hours when selecting where to pick-up prescriptions.

Guardian

Sign Here

Accept

Cancel

eZ Arrival
Finish later

e-Video Visit Terms and Conditions

connection. A Video Visit may be interrupted by slow speeds or other technological problems.

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4. Once you begin the Video Visit, please be mindful of pharmacy hours when selecting where to pick-up prescriptions.

Signature of Patient or Legal Guardian

Accept

Cancel

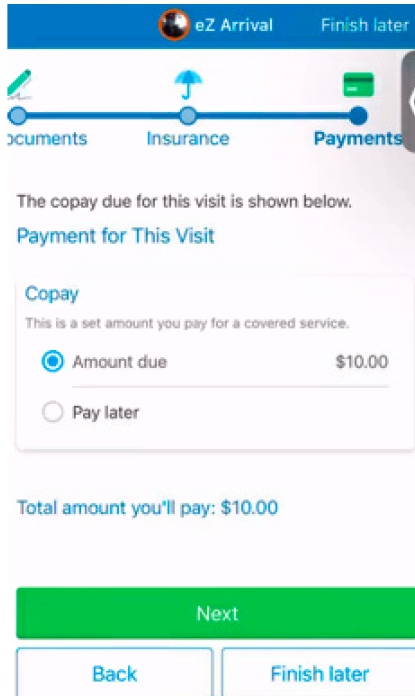
14. After signing the e-Video Visit Terms and Conditions, select Next.

The screenshot shows the 'Sign Documents' step in the eZ Arrival app. At the top, there's a progress bar with three steps: 'Medications' (with a pill icon), 'Sign Documents' (with a pen icon and currently selected), and 'Insurance' (with a checkmark icon). Below the progress bar, a message says 'Please review and address the following documents.' A card titled 'e-Video Visit Terms and Conditions' shows a green checkmark and 'Signed on 4/11/2023', with a 'Review' button below it. At the bottom, there are three buttons: a large green 'Next' button, and two smaller white buttons labeled 'Back' and 'Finish later'.

15. Verify that insurance on file is up to date, then select Next.

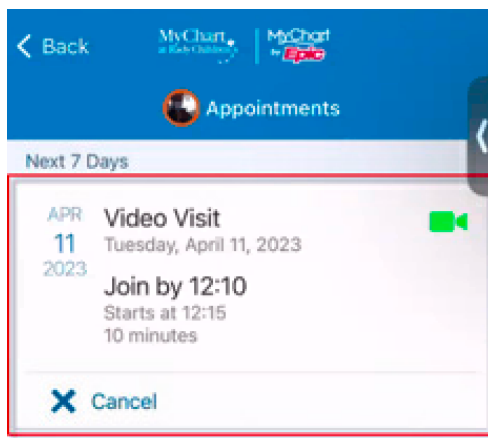
The screenshot shows the 'Insurance on File' step in the eZ Arrival app. At the top, the progress bar shows 'Sign Documents' as the previous step and 'Insurance' as the current step. The main content area shows 'Aetna / Aetna PPO' as the current insurance. Below this, it lists 'Subscriber Name: Momma, Test' and 'Subscriber Number: W123456789'. There is a dashed box with a document icon and the text 'Add insurance card photos' and 'Uploading images of your card now will help speed up the check-in process for your next visit.' Below this, there are two buttons: 'Update coverage' (with a pencil icon) and 'Remove coverage' (with a trash can icon). At the bottom, there is a dashed box with a plus icon and the text 'Add a coverage'. At the very bottom, there is a large green 'Next' button.

16. Review Copay select Amount Due or Pay Later, then select Next.



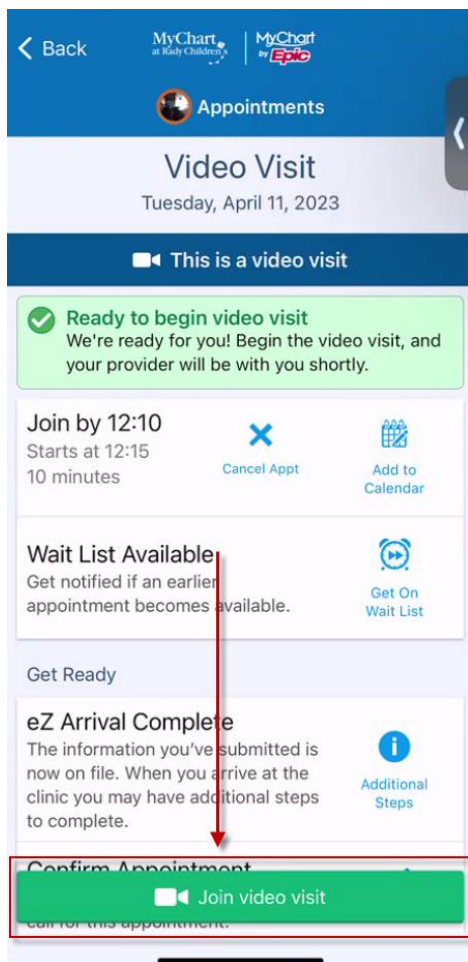
The screenshot shows the 'eZ Arrival' app interface. At the top, there's a blue header with a profile icon, 'eZ Arrival', and a 'Finish later' link. Below the header is a progress bar with three steps: 'Documents' (pencil icon), 'Insurance' (umbrella icon), and 'Payments' (credit card icon). The 'Payments' step is active. The main content area states: 'The copay due for this visit is shown below.' followed by 'Payment for This Visit'. A 'Copay' section explains: 'This is a set amount you pay for a covered service.' It has two radio button options: 'Amount due' (selected) with a value of '\$10.00', and 'Pay later'. Below this, it says 'Total amount you'll pay: \$10.00'. At the bottom are three buttons: a large green 'Next' button, and two smaller white buttons with blue borders labeled 'Back' and 'Finish later'.

17. Now that you have completed EZ Arrival you are now ready to join the Video Visit. Select your scheduled Video Visit.



The screenshot shows the 'MyChart' app interface. At the top is a blue header with a 'Back' arrow, the 'MyChart at Rush Children's' logo, and the 'MyChart by Epic' logo. Below the header is a profile icon and the word 'Appointments'. The main content area is titled 'Next 7 Days'. A red rectangular box highlights a specific appointment card. The card displays: 'APR 11 2023' on the left, 'Video Visit' in bold, 'Tuesday, April 11, 2023' below it, 'Join by 12:10' in bold, 'Starts at 12:15' below that, and '10 minutes' at the bottom. A green video camera icon is on the right side of the card. At the bottom of the card is a blue 'X' icon followed by the word 'Cancel'.

18. Tap "Join video visit"



19. After you select **Join Video Visit**, the Zoom application will automatically pop up to the provider's virtual waiting room with the message, "Waiting for the host to start this meeting." Please do not leave the visit and wait for provider to join.

