

Video Visits – Non-MyChart Patients: Guide for Patients & Families

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What is a Video Visit?

A **video visit** is a private virtual appointment where you will see and speak with your healthcare provider at SickKids from your computer at home, or via a mobile device, using the Zoom Meetings application. This appointment does not take place at the hospital. All virtual video appointments at SickKids are done using secure, encrypted networks. Due to privacy legislation, the session will not be recorded by your clinician and should not be recorded by you.

Your healthcare team at SickKids will have discussed the video visit with you in advance. Prior to the appointment, we wanted to provide a few tips to help make this experience easier.

Non-MyChart Patients

Patients and parents/guardians who **do not yet have a MyChart account** can still participate in video visits with their SickKids' healthcare providers. If you do not have a MyChart patient (or proxy) account, you will instead receive an email invitation to join the video visit.

- To get more information about MyChart, or to register for a patient or proxy MyChart account, please visit the SickKids' MyChart website at www.sickkids.ca/mychart, or speak to your healthcare team at SickKids.
- You can also review the [What is MyChart?](#) section at the end of this document.

Before your Video Visit Appointment

Patients who do not have a MyChart account will receive all video visit-related emails at the primary email address registered on file for email communications.

You will receive a **reminder email** for the virtual appointment **1 week before** the scheduled visit.

- If the video visit was booked between 2 and 7 days before the appointment, you will still receive this reminder email. If the video visit was booked less than 2 days in advance of the appointment, you will **NOT** receive a reminder email.

You will then receive an email with the **video visit Zoom meeting link 1 day before** the appointment, and can use this link to join the video visit on the day of the appointment.

- Even if the appointment is booked less than 24 hours in advance of the scheduled visit, you will still receive the Zoom meeting link by email.
- If you register for and **activate your MyChart account** after receiving the Zoom meeting link by email, you will be able to join the video visit via the link that was emailed to you earlier, **or** by logging in to your MyChart account.
- Patients who do not have a MyChart account will **NOT** be able to eCheck-In online in advance of their upcoming video visit.

Connecting using a computer

Follow these step-by-step instructions to attend a video visit using your **desktop or laptop computer**.

Day of Video Visit

Please complete the steps below at least **10 minutes before** your visit is scheduled to start. Following these steps will help you to start your appointment on time. You can join the Zoom meeting up to **30 minutes** before the scheduled start time using the '**Begin Video Visit**' button in the invitation email.

- Caregivers, such as a parent or legal guardian, will be able to use the same video visit link in the email to attend the virtual visit.



*Please have the patient's **Health Card** ready, as you may be asked to display it on camera for verification purposes during the video visit.*

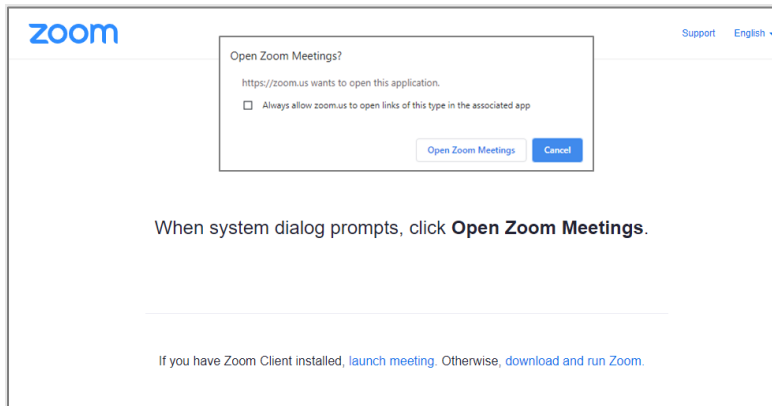
1. Open the **SickKids - Video Visit Appointment** email for the scheduled visit (sent by *mychart.support@sickkids.ca* to the primary email address on file for the patient). Click the green **Begin Video Visit** button at the bottom of the email.

Begin Video Visit

- Note that you will not be able to connect to the video visit earlier than **30 minutes before** the scheduled start time
- Video visits cannot be canceled online. To cancel, please call your clinic at SickKids.
- Ensure that you use the correct and most recent invitation email to join your scheduled video visit, especially if you have multiple upcoming virtual visits, or are attending a visit that was rescheduled. The email contains *Appointment Information* details, including the appointment date, time and department/clinic.

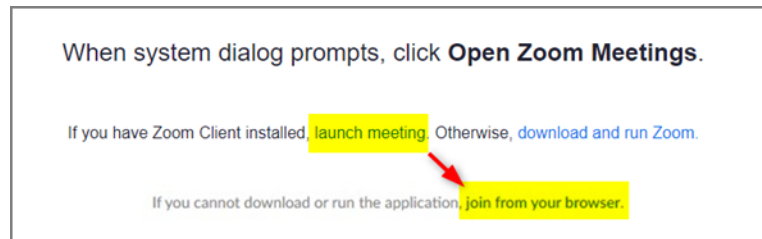
2. **Zoom will launch** via your web browser.

- You may need to temporarily allow a pop-up in your web browser. If you do not get a pop-up upon clicking *Begin Video Visit*, please check your web browser’s pop-up settings and allow Zoom for pop-ups.
- Your browser may prompt you for permission to launch the Zoom Meetings application – click **Open Zoom Meetings** if asked.
- You can also download and install Zoom from this page if you have not already done so.

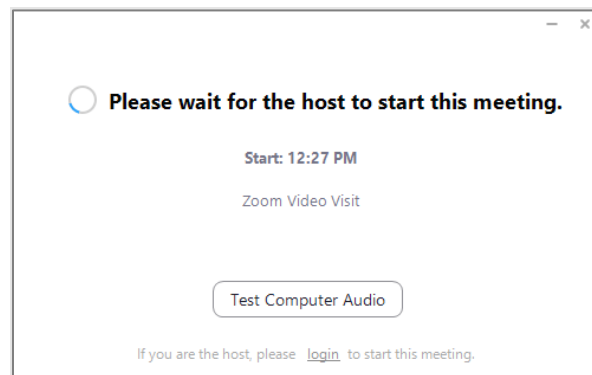


If you experience issues when trying to install the Zoom Meetings application, you may be able to join the video visit directly from your web browser without downloading Zoom.

On the Zoom launcher page in your browser, select ‘click here to launch the meeting’, and then click the ‘join from your browser’ link to start the video visit directly in your web browser.

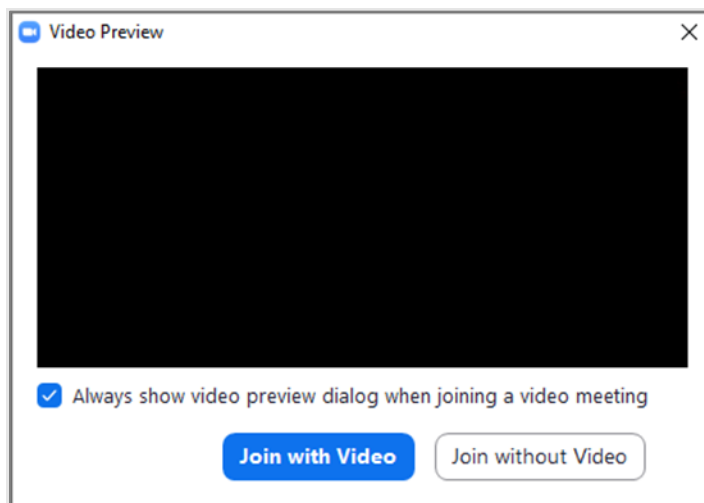


3. If you have joined the video visit before your healthcare provider, you will see a **Please wait for the host to start the meeting** message.



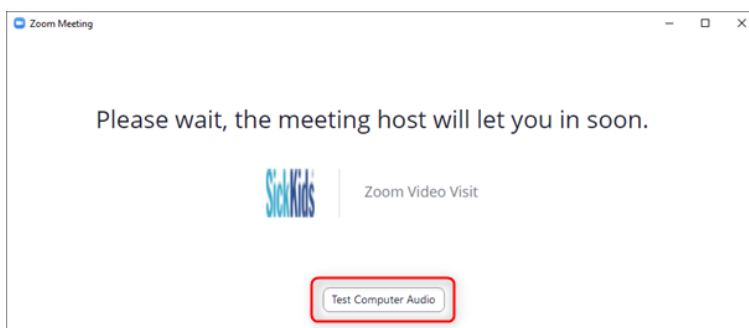
- Please expect to wait around **15 minutes** for your healthcare team as they may be with another patient. We thank you in advance for your patience and understanding.
- If you have been waiting more than **15 minutes** after the scheduled visit time, please call your clinic at SickKids.

4. When the video visit is about to start, you will see a **Video Preview**. Click **Join with Video**.

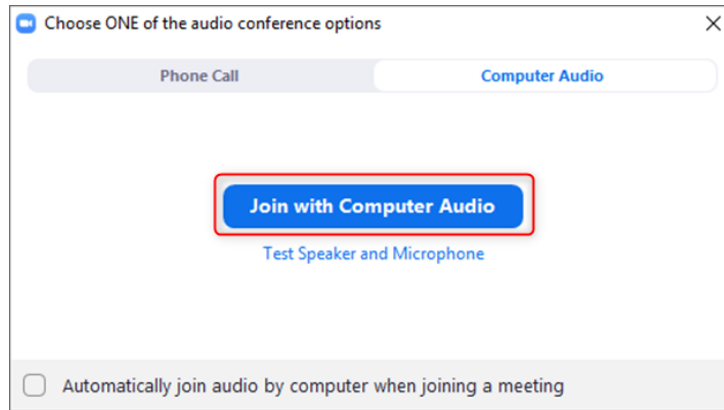


5. You will then be placed in the **Waiting Room** of the video visit. Your healthcare provider will be with you shortly.

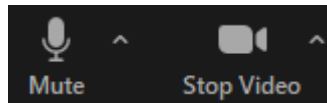
- You can **test your computer audio** while you are in the **Waiting Room**.



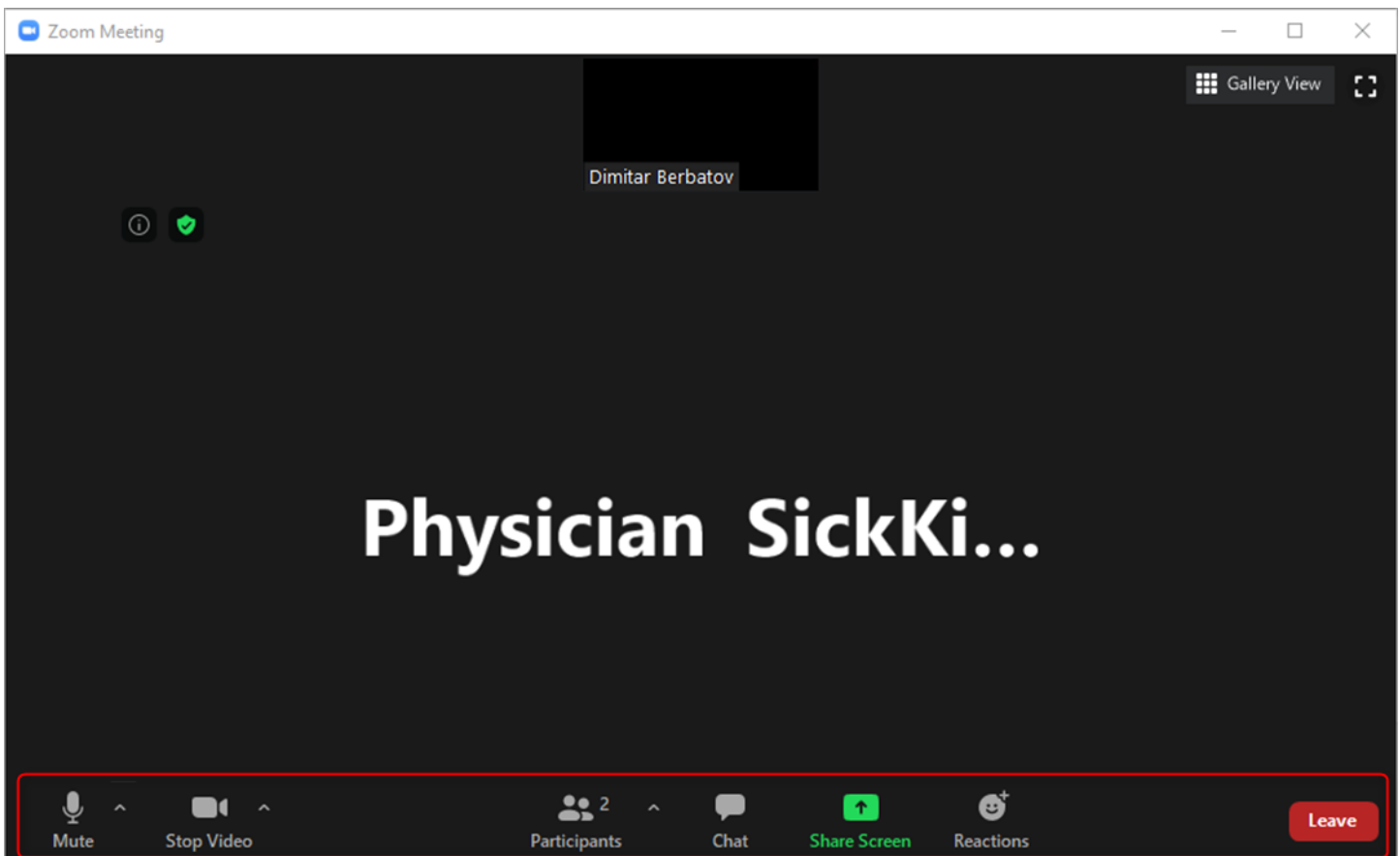
6. When the healthcare provider has started the video visit, you can connect your computer audio (speaker and microphone) using the **Join with Computer Audio** button.



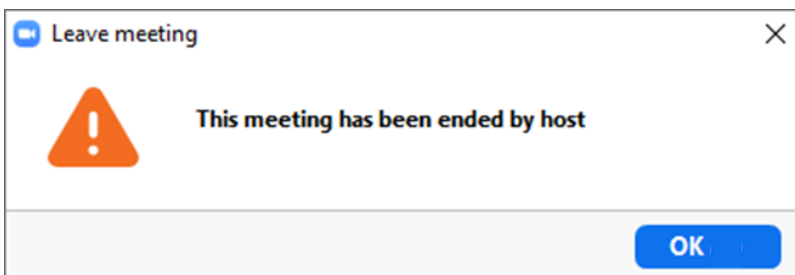
7. Make sure that your microphone is unmuted and your webcam video has started. The video camera and audio microphone should not have red lines through them.



8. Show the patient's **Health Card** to the healthcare provider when asked, so they can verify your identity. You can use the **Zoom toolbar actions** to participate in visit, for example to exchange chat messages with the participants, share your computer screen, or send reaction emojis.



- When you are done with the video visit, you can click the **Leave** button on the Zoom toolbar to end the session. Your healthcare provider (the session 'host') may also end the meeting when the video visit is done.



Connecting using a mobile phone or tablet:

Follow these instructions to attend a video visit using your mobile device (smartphone or tablet).




Day of the Video Visit

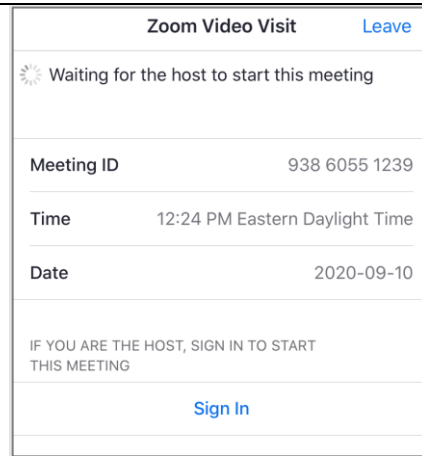
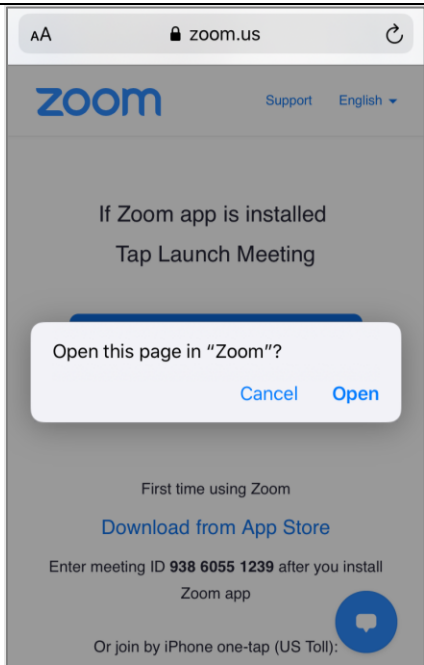
Please complete the steps below at least **10 minutes before** your visit is scheduled to start. Following these steps will help you to start your appointment on time. You can join the Zoom meeting up to **30 minutes** before the scheduled start time using the '**Begin Video Visit**' button in the invitation email.

- Caregivers, such as a parent or legal guardian, will be able to use the same video visit link in the email to attend the virtual visit.

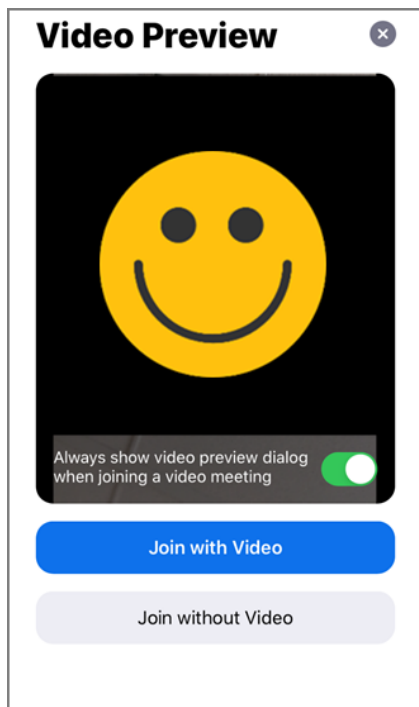


Please have the patient's **Health Card** ready, as you may be asked to display it on camera for identification purposes during the video visit.

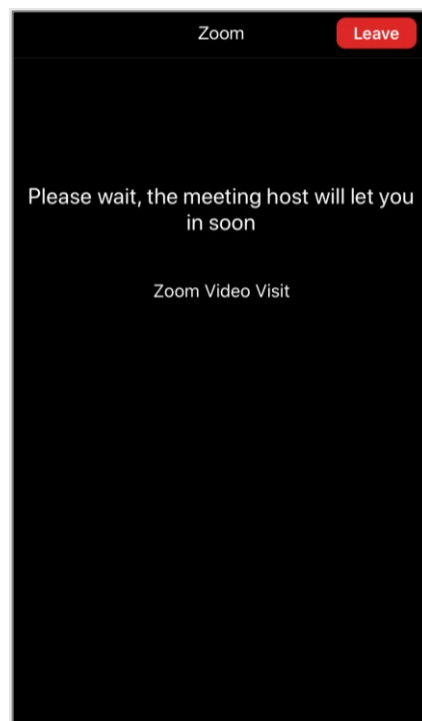
<p>1. Download the Zoom application on the <i>Apple App Store</i> or <i>Google Play Store</i> in advance of the video visit.</p> <div style="text-align: center;">   Zoom </div>	<p>2. Open the SickKids - Video Visit Appointment email for the scheduled visit (sent by <i>mychart.support@sickkids.ca</i> to the primary email address on file for the patient) on your mobile device. Click the green Begin Video Visit button at the bottom of the email.</p> <div style="text-align: center;">  </div>
<p>3. Zoom will launch via your browser. Click Open in Zoom if asked.</p>	<p>4. You will join the video visit if the provider has connected, otherwise you will see a <i>Waiting for the host to start this meeting</i> message. Do not Sign In.</p>



5. If asked from the Video Preview, click **Join with Video**, and allow Zoom access to your microphone.

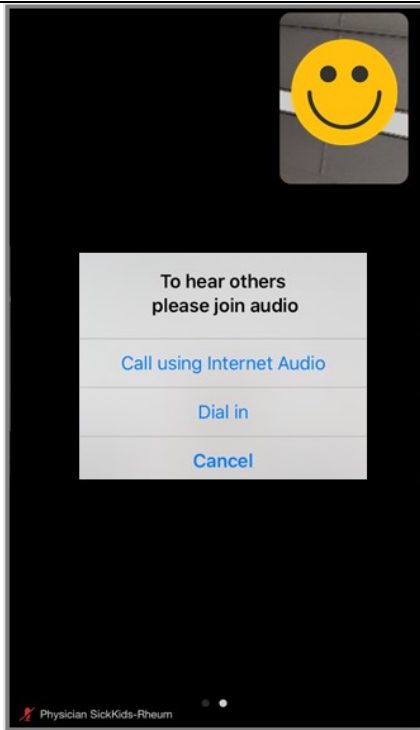


6. When the video visits starts, you will be placed in the **Waiting Room** until the healthcare provider admits you.

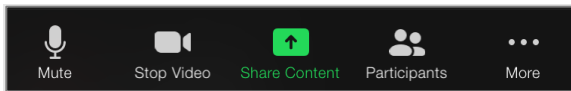


7. When you are admitted to the visit, choose **Call using Internet Audio**.

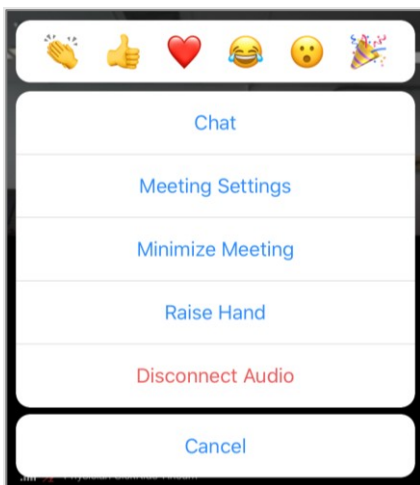
8. Your healthcare provider may ask to see the patient's **Health Card** for identity verification.



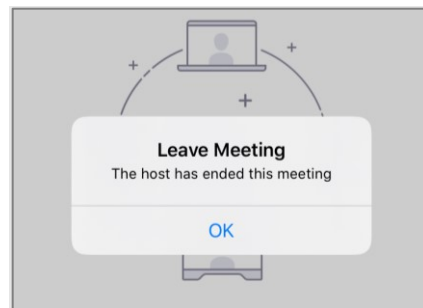
9. You can use the toolbar actions to participate in the video visit. By default, the on-screen toolbar may disappear - tap the screen on your device to see it.



The **More** button has more actions, including **Chat**.



10. When you are done with the video visit, you can click the **Leave** button on the top-right. Your healthcare provider (the 'host') may also end the meeting when the video visit is done.



Technical Support

Patients or families that require technical support for a video visit can contact **The Telemedicine Department at SickKids:**

- myvirtual.visit@sickkids.ca
- 416-813-8046 option 1
- Book a test of your equipment with the Telemedicine team - <http://www.sickkids.ca/telemedicine/GuestLink/index.html>

What is MyChart?

MyChart is a secure patient portal that allows patients and parents to access parts of their medical chart and communicate securely with their healthcare team. Patients and/or parents who are eligible for MyChart are encouraged to have it activated **prior to their video visit appointment.**

Who can have a MyChart account?

MyChart accounts can be opened by anyone who is a patient or their legal guardian. Family members such as parents or guardians can also have "proxy access" to MyChart. The following age ranges outline who can access MyChart. This helps ensure patient privacy:

- **Ages 0-11:** To disclose personal health information, the child's parent or guardian must give consent. The parent or guardian controls MyChart access.
- **Age 12+:** To disclose personal health information, the youth receiving care must approve "proxy access" by completing a MyChart Access Request Form. When patients turn 16, they must confirm this proxy access for parents or guardian.

Sometimes, there are exceptions to these age guidelines. If you think you may qualify for an exception, please talk with one of your health-care team members.

Patients and proxies can sign up for MyChart by going to www.sickkids.ca/mychart and clicking the **Request access here** link.



The **Health Information Management (HIM)** team at SickKids reviews all applications. If your application is approved, you will receive an email with your activation code and MyChart login instructions.

Have more questions about MyChart?

WEBSITE: Visit the SickKids' MyChart website at www.sickkids.ca/mychart or review the [Frequently Asked Questions](#) page

EMAIL: mychart.support@sickkids.ca – Please do not send personal medical information to this email address. Talk to your health-care provider about any questions or concerns you have about your medical information.

PHONE: Call 416-813-8527.

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