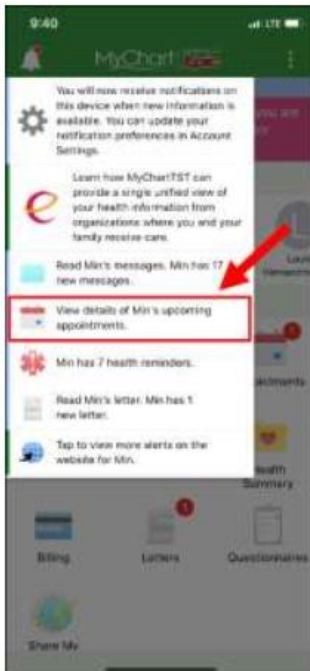


HOW TO COMPLETE A VIRTUAL VISIT:

Pre-Visit Validation

- Patient's and proxies will be required to complete the **Pre-Visit Validation** prior to joining the **Virtual Visit**
- Although they cannot begin the virtual visit until 15 minutes before the appointment, they can complete the **Pre-Visit Validation** in advance - they should plan to give themselves time to do this before the actual appointment start time
- Proxies of patients **under 13** years of age will log in to the **MyChart** app
- Patients **over 13** years of age will log in as themselves to the **MyChart** app

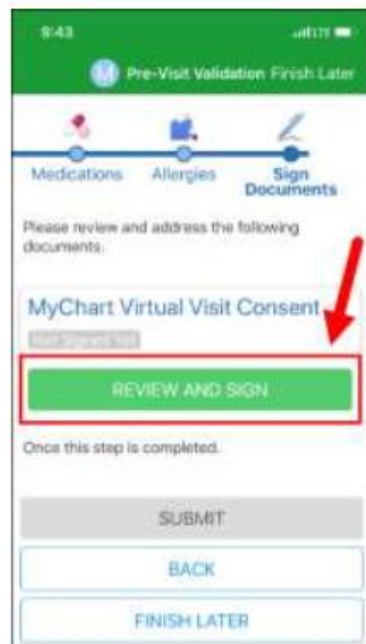
- Upon logging in select **View details of the upcoming appointment**



- Click **Pre-Visit Validation** in the **Behavioral Health Virtual Visit** appointment window
- Update** and **Confirm** all patient related information
 - Patient related information includes **Personal** and **Insurance Information**, **Medications**, and **Allergies**

HOW TO COMPLETE A VIRTUAL VISIT:

- ❑ Click **Pre-Visit Validation** in the **Behavioral Health Virtual Visit** appointment window
- ❑ **Update** and **Confirm** all patient related information
 - Patient related information includes **Personal** and **Insurance Information, Medications, and Allergies**
 - Clicking **Confirm this information is correct** followed by **Next** will move you to the next section of items to be reviewed
- ❑ The final step, that will only be required once, is **Signing the Consent**
- ❑ Click **Review and Sign**



- ❑ The **PPOC Consent** form will open
- ❑ Scroll to the bottom of the page and click **Draw to Sign**

HOW TO COMPLETE A VIRTUAL VISIT:



9:43

Pre-Visit Validation Finish Later

my child's provider to use virtual visit services for direct consultation via 2-way, live video communication technology to assist in making decisions about my child's care. I have read this document carefully and understand the benefits and risks of telemedicine virtual visits. All of my questions have been answered. This Authorization does not have an expiration date.

 Draw to Sign

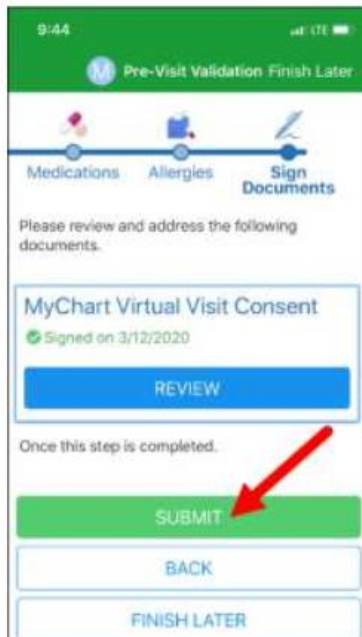
03/12/20
9:43 AM
RE: Mouse, Minnie - MR#: 40000164

CONTINUE

CLEAR FORM CANCEL

- Sign the **Consent** and click **Continue**

- Once all **Pre-Visit Validation** steps are complete click **Submit**



9:44

Pre-Visit Validation Finish Later


Medications Allergies **Sign Documents**

Please review and address the following documents.

MyChart Virtual Visit Consent
Signed on 3/12/2020

REVIEW

Once this step is completed.

 SUBMIT

BACK

FINISH LATER

- A new window will open stating information completed during **Pre-Visit Validation** has been submitted and is now on file

HOW TO COMPLETE A VIRTUAL VISIT:

Begin Visit

- ❑ Starting a **Behavioral Health Virtual Visit** will only be allowed after **Pre-Visit Validation** has been completed and within 15 minutes of the scheduled visit
- ❑ Proxys of patients **under 13** years of age will log in to the **MyChart** app
- ❑ Patients **over 13** years of age will log in as themselves to the **MyChart** app
- ❑ Upon logging in select **Begin patient's appointment**
- ❑ Click **Begin Visit**
- ❑ The **MyChart** app will minimize and the user will be directed to the **Zoom** page
- ❑ In the pop-up **Open this page in "Zoom"?** click **Open**
- ❑ From the audio pop-up select either **Call using Internet Audio** or **Dial In** make sure to **Unmute** and **Start Video**