

Telehealth Visit Frequently Asked Questions (FAQs)



What type of devices can I use for the video visit?

- You can use your phone, tablet or computer to connect to your video visit

Do I have to be at home for the video visit?

- If you are not at home for the visit, you must be in the same state that is listed in the patient's home address

How does the patient and/or caregiver get access to the visit?

1. Log into MyChildrensPortal
 2. Select the patient with the appointment
 3. Scroll to the Appointments section
 4. Click the camera icon (live 30 minutes before the visit)
- If the caregiver who will be on the visit with the patient does not have a portal account, call 1-888-884-BEAR (2327) to be sent an invite

What if I can't remember my patient portal password?

- MyChildrensPortal passwords can be quickly reset from the login screen

What if I can't use the portal to join a visit?

- A link can be sent to an authorized caregiver on the day of the visit

When can the patient and/or caregivers join the visit?

- 30 minutes before the scheduled visit time

Who can join the video visit?

- The patient and authorized caregivers. All authorized caregivers and patients over 13 years old should have their own patient portal account

How do I receive the provider's notes about the visit?

1. Shortly after the visit, you will be able to review the provider's notes in MyChildrensPortal
2. Log into the portal
3. Click the *medical notes* tile
4. Locate the note for the video visit

How do I cancel or reschedule an appointment?

- Appointments can be cancelled and rescheduled through the patient portal
1. Log into MyChildrensPortal
 2. Navigate to the *appointments* section
 3. Click *options*
 4. Select *cancel* or *reschedule*