

Telehealth Visits with Children's National



1. Prepare for the visit

- Find a private location with strong internet access
- Check to make sure your camera and microphone are not blocked
- View the troubleshooting and FAQ guides at [ChildrensNational.org/TelehealthUpdate](https://www.childrensnational.org/TelehealthUpdate) for helpful tips

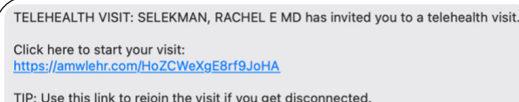
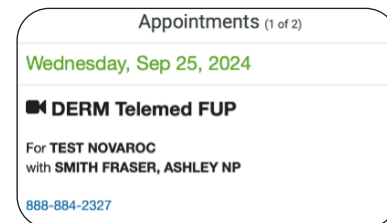
2. Join the visit

From MyChildrensPortal

- Log into the portal and **choose the correct patient**
- Click the **appointments** button at the top of the screen
- Find the telehealth visit
- Click the **camera icon** (active 30 minutes before visit)

From text or email invitation

- Open the email or text from 888-522-6688
- Click the link in the text to start the visit



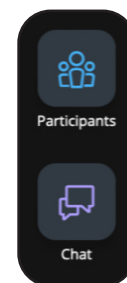
3. Enter the visit

- Enter the patient's preferred name and your phone number
- Read the privacy practices notice and **click the box** once completed
- Click **next**
- Complete the visit preview and click **join visit**

Need Help? Click **need help** at the bottom of the welcome page

4. Get ready for the provider

- The provider has been told that the patient is ready; please stay in the waiting room
- Click **participants** from the upper left-hand corner to send an invite via text to another caregiver or to the patient



5. During the visit

- Click the **chat** button to write a message to the provider
- Use the icons at the bottom of the screen to control your camera and mic or share screen

