

# Patient Video Visit Checklist

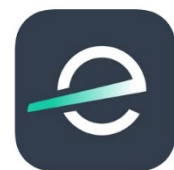
The University of Chicago Medicine Comer Children's Hospital is excited to offer you the option to have a video visit with your child's health care team.

Read this **checklist** and go **online for a short video** to help you get started.

Go to: <https://www.uchicagomedicine.org/comer-visits>

## What You Will Need

- Computer, tablet, or smartphone** with an internet connection. Have your **phone with you** in case your healthcare team needs to call you.
- You need to **download the ExtendedCare Cloud app** for your [Apple](#) or [Android](#) mobile phone to take part in the video visit. You can also use a computer with a web camera. Complete the Self-Test to be sure audio and video are working correctly **at least a day before** your video visit.
- You can **share your visit link** with a family member so they can join the visit too.



ExtendedCare Cloud  
Telehealth Virtual Care  
STA Group LLC

## How to Prepare for Video Visits

- Click on the link** sent to you by email or MyChart message **10 minutes before your appointment.**
- If you get disconnected**, restart the visit by clicking on the same link or wait for your healthcare team to call you.
- Have **your child's medication bottles with you**, and know which need refills.

## Tips for a Great Visit

- Prepare your child ahead of time. Have them **with you. Make sure they have gone to the bathroom and are not hungry.** Have something **quiet** they can play with during the visit.
- Prepare your space.** Have **good lighting** and find a place that is **quiet** and **private** for the whole visit.
- Think ahead. Write down **your questions** and think of what **forms** you may need completed.

## Your Comments are Important to Us

Your comments are very important to us. You may get a **survey about your video visit.** You can also call our **Patient and Family Insights department at (773) 834-0500** if you have any comments.

**If you have questions or problems, call your child's healthcare team for help.**



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