

# Texas Children's MyChart Video Visits

## Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

You can use a web browser on your computer or an app on a mobile device to start a video visit. Mobile devices are preferred, because the MyChart app makes it easy to access your visit and most mobile devices already have the appropriate camera and microphone setup for video visits.

### Using a Mobile Device (iPhone, iPad or Android)

#### Complete the following steps as soon as your video visit is scheduled

- 1 Test your equipment** – Visit [texaschildrens.org/videotest](https://www.texaschildrens.org/videotest) using your device's web browser, such as Safari. (Please do not use Chrome if using an iPhone.) Follow the instructions to check your device's audio, video and internet connection. This will ensure your device can support your video visit.
- 2 Download required apps (MyChart and VidyoConnect)** – Visit the Apple App Store or Google Play on your device. First download the MyChart app. Select Texas Children's as the health care provider. Next return to your app store and download VidyoConnect. Please download both apps as soon as your video visit is made with your provider.

#### Get started about 15 minutes before your appointment

- 3 Log in to MyChart** – Navigate to "Appointments" and select your video visit appointment.
- 4 Complete PreCheck-In** – PreCheck-In must be completed before you will be allowed to access your video visit. If you have not completed PreCheck-In, please do so as soon as possible.
- 5 Prep for your appointment** – Find a quiet, well-lit room for you and your child. Your child must be present for the video visit.

#### Start your video appointment

- 6 Open Mychart app and go to "Appointments."**
- 7 Navigate to your video appointment and click "Begin Visit" for Prompts** – If you haven't downloaded VidyoConnect yet, the MyChart app will prompt you to download the VidyoConnect app from your device's app store. Once the VidyoConnect app download is complete, return to your MyChart app and your video visit appointment.  
*Note: The VidyoConnect app will ask you to sign into a portal. Please disregard this screen and close out of the VidyoConnect app and return to the MyChart app.*
- 8 Click "Begin Visit" Again** – Once you are ready to begin your video visit, click "Begin Visit" to start.
- 9 Select "Join the Call"** – Allow access to your microphone and camera. You'll see the provider when they join.



## Using a Computer

### Get started about 15 minutes before your appointment

- 1 Test your equipment** – Visit [texaschildrens.org/vidyotest](https://texaschildrens.org/vidyotest) using your device's web browser. Follow the instructions to check your device's audio, video and internet connection. This will ensure your device can support your video visit.
- 2 Log In to MyChart** – Visit [mychart.texaschildrens.org](https://mychart.texaschildrens.org) to log in to MyChart.
- 3 Navigate to Your Appointment** – Select “Appointments and Visits” from the main menu and then navigate to your video visit appointment.
- 4 Complete PreCheck-In** – PreCheck-In must be completed before you will be allowed to access your video visit. If you have not completed PreCheck-In, please do so as soon as possible.
- 5 Prep for your appointment** – Find a quiet, well-lit room for you and your child. Your child must be present for the video visit.

### Start your video appointment

- 6 Click “Begin Video Visit” for Prompts** – You will be prompted to access VidyoConnect on your computer. VidyoConnect will ask you “How would you prefer to take the call?” You can select either “Join using the app” or “Join via the browser.”
- 7 Start Your Video Visit** – Allow access to your microphone and camera. You'll see the provider when they join.

## Contact Us

If you are unable to connect to your appointment, please contact your provider or call **877-361-0111**, 8 a.m. to 5 p.m., Monday through Friday.

## Helpful Tips

- Disable pop-up blockers on your mobile device or computer if prompts do not appear.
  - **Android users**
    1. Open Settings App from your home screen
    2. Select Site Settings
    3. Select Pop ups and Redirects
    4. Toggle to “Allowed”
  - **iPhone Users**
    1. Open Settings App in iOS
    2. Select Safari
    3. Toggle the switch next to “Block Pop-ups” to the OFF position
- Use your fastest data connection for best results. This could be your cellular data or Wi-Fi. \*Standard data rates apply.
- Have the patient with you when joining the call.
- Make sure you are in a well-lit room that is quiet. Please do not connect to a video appointment while in a moving vehicle.
- If you already have the MyChart app and the VidyoConnect app on your mobile device, please make sure that you have the most current version by checking for app updates on your mobile device.
- Your mobile device or computer must have a video camera connected to or built in camera on the device you are using for your video visit.
- You can join your video visit up to 30 minutes before your appointment start time.