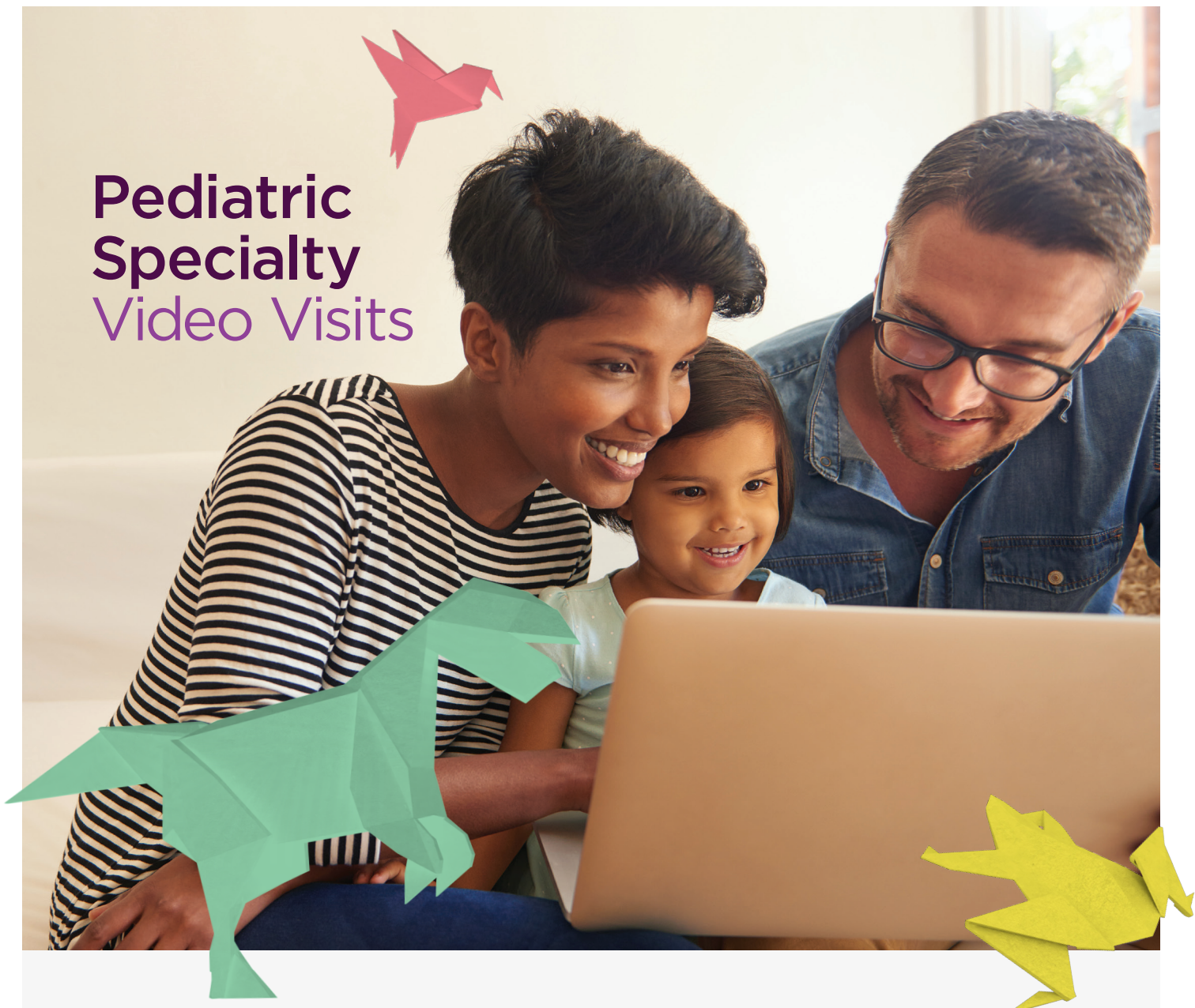


# Pediatric Specialty Video Visits



Has your provider scheduled a video visit for you?  
All you need is:

1. A smartphone, tablet, or computer



2. The UPMC Children's app (only for mobile/tablet)



3. A MyCHP portal account

4. A scheduled video visit appointment

# Create a MyCHP Account

You will need a MyCHP account for your video visit. To create an account as a parent, legal guardian, or patient, visit [chp.edu/mychp](http://chp.edu/mychp) to submit an enrollment request. You can choose to enroll as a:

- Proxy of a patient age birth to 17 years
- Patient age 13 to 17 years
- Proxy of a patient age 18 years and older
- Patient 18 years and older

Parents, legal guardians, and patients may also sign up in person during a hospital stay or at a clinic appointment. You will be asked to provide an email address and complete a consent form. An email will arrive with instructions for creating your username and password.

MyCHP provides access to your/your child's health information 24-hours a day, 7 days a week.

With MyCHP, you can:

- Send a secure message with an attachment to your health care team
- View upcoming appointments
- Request a new appointment
- View immunization, allergy, and health history
- View lab and radiology test results from clinic and hospital visits
- View, download, and print discharge summaries, instructions, and after-care education
- Update personal information

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# Prepare for Your Video Visit

**Before you join from your smartphone or tablet:**

1. Navigate to App Store/Google Play



2. Download the "UPMC Children's" app



3. Open the app, and navigate to the "Sign In" button under Patient Portal
4. Select "MyCHP"
5. Log in using a MyCHP username and password
6. Tap "Menu" then "Appointments" then "View Upcoming Appointments" to make sure your scheduled video visit appointment appears

**Before you join from your computer:**

1. Log in to MyCHP from [chp.edu/MyCHPLogin](http://chp.edu/MyCHPLogin) using Google Chrome or Microsoft Edge web browsers
2. Click "Appointments" then "View Upcoming Appointments"
3. Locate the upcoming video visit appointment denoted by a video icon
4. Click "Test Connection"

# Start Your Video Visit

You can start your video visit up to 30 minutes prior to the appointment.

To begin your visit:

- Log in to MyCHP then navigate to the “**Upcoming Appointments**” section
- Locate your upcoming video visit appointment denoted by a video icon
- Click “**Join Now**”

Please know that just like a regular visit, the provider may not join right at the scheduled time of the appointment. They will join the video visit as soon as they can.

The screenshot shows the MyCHP website interface. At the top, there is a navigation bar with the URL 'www.chp.edu', 'Home', 'English (United States)', and 'Sign Out'. Below this is a menu with icons for Messaging, Appointments, Health Profile, Behavioral Health Consent, Patient Info, and FAQs. The main heading is 'Appointments'. A notification bar states: 'Appointment details are currently displayed in your local time zone.' Below this, a section titled 'Below is a list of currently scheduled appointments.' contains instructions: 'Be sure to verify if your appointment is virtual or in-person. Message the health care team if you are not sure. Attend a virtual visit from anywhere, but plan to attend an in-person visit at the appropriate Children's location. Get directions to the main campus and find your way around once you're here, or learn more about our Ambulatory Care Centers.' It also says: 'Please plan to arrive to any appointment 15 minutes prior to the scheduled start time.' and 'At this time, appointments in Radiation Oncology, Speech, Occupational/Physical Therapy, and Dialysis clinics will not display. Surgeries will not display due to the timing of finalized daily schedules. We apologize for the inconvenience.' There is a link to 'Visit Summaries section within Health Profile' and a note to 'Click "View More" below for more information about MyCHP Video Visits.' A 'View More' link is present. The appointment details for 'Wednesday, Jun 14' are shown: 'Your video visit is ready to join. Test your connection.' The appointment is titled 'MyCHP Video Visit Return' with a 'Join Now' button and an 'Options' dropdown. The time is '05:30 p.m. EDT' for 'PATIENT PATIENT with Cardiology'. A 'View Instructions' link is at the bottom.

# Frequently Asked Questions (FAQs)

## What is a video visit?

MyCHP video visits allow you to use your smartphone, tablet, or computer to meet with your care provider through a scheduled video visit.

## How does a video visit appointment work?

You will use the camera on your phone or computer to see both yourself and your child as well as the health care team on the screen. The visit will be like an in-person visit where you can both ask and answer questions. Providers can also order prescriptions and therapies just as they do now.

## Do I need a MyCHP account to attend a video visit?

You will need a MyCHP account to attend the video visit with the specialist from UPMC Children's Hospital of Pittsburgh. If you do not have an account, see the "How do I sign up?" section on the MyCHP homepage.

## Why can't I just use Skype or FaceTime like I do with my family?

Using MyCHP protects your private information.

## Can I test my connection before the video visit?

Within 24 hours of the appointment, log in to MyCHP then navigate to the Upcoming Appointments section. Click the "**Test your connection**" link. Follow the steps on the screen.

## Is my medical information and visit safe and secure?

Yes, your video visit is entirely private and confidential. The MyCHP portal is 100% HIPAA compliant. Remember to hold your visit in a private, secure location.

## Tips for a Successful Visit

- Log in 10 minutes before your appointment.
- Make sure your device is fully charged.
- Have a strong internet connection.
- Avoid an area that is too bright or too dark.
- Patient should wear loose-fitting clothing in case the health care team would like to look at an incision or body part.
- Make sure you are in a private and safe area (e.g. do not drive during the appointment).
- Keep the device at eye level.

For questions about your MyCHP account, please contact our 24-hour, toll-free support line at **1-877-621-8014**, or visit **[chp.edu/myCHP](http://chp.edu/myCHP)**.

