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 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

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 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”
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.
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.