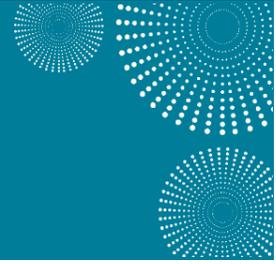


# Seattle Children's Telehealth Services



## Telehealth availability

**Most clinics and specialties offer telehealth appointments.** Families can schedule an appointment the usual way by calling 206-987-2000. Our schedulers will help families know if a telehealth visit is appropriate and/or available for their child's appointment, versus an in-person visit.

## Patients will use MyChart and Zoom to access their telehealth visit

**Patients will need to have a MyChart account to access their telehealth appointment.** MyChart helps us protect their privacy and complete pre-appointment paperwork in a secure way.

- We send families detailed instructions on how to sign up for MyChart, including how to get help if needed.
- Use of MyChart requires internet service. Families needing help accessing low-cost internet can email us at [CRT@seattlechildrens.org](mailto:CRT@seattlechildrens.org) or call 206-987-0060 (English/Spanish).
- We have a loaner device program for eligible families in Washington. Interested families can email [CRT@seattlechildrens.org](mailto:CRT@seattlechildrens.org) or call 206-987-0060 (English/Spanish).
- If patients elect not to use MyChart, they can still complete their telehealth appointment (they will receive Zoom invitation and instructions via email). However, we strongly encourage use of MyChart because of the wraparound services it provides families (communicating with their providers, viewing health records etc.).

Families will also need:

- An email address so they can sign up for MyChart and Zoom
- A device with a camera (i.e. phone, computer, laptop, or other mobile device)
- Zoom installed on the above device

**Families will join the telehealth visit using their MyChart login found at:**

<https://mychart.seattlechildrens.org/Mychart/Authentication/Login>

<b>By computer</b>	In MyChart, go to "Appointments" to find scheduled visit. Click <b>eCheck-in</b> to complete any necessary paperwork, then click <b>Begin Video Visit</b> . MyChart will open Zoom and the patient will wait until prompted to <b>Join with Video</b> and <b>Join with Computer Audio</b> to start their meeting with their provider.
<b>By phone or other mobile device</b>	Open the MyChart app and tap Appointments. Find the scheduled visit and click <b>eCheck-in</b> to complete any necessary paperwork. Click the <b>Video Visit</b> icon which will prompt use of Zoom to connect to the video visit. Wait for the provider to join; then <b>Join with Video</b> and <b>Join with Computer Audio</b> to begin the meeting.

## Tips for families

- **1 day before visit:** Make sure Zoom is installed on the camera-enabled device you are going to use. Make sure you can sign in to your MyChart account. Write down any questions you want to ask the provider.
- **45 minutes before visit:** Charge and plug in your device, sign-in to MyChart and complete the eCheck-in.

### Other tips

1. Start with the camera at eye level
2. Be in a private room with the patient with the door shut to prevent interruptions
3. Plug in the device you are using during your visit to save battery
4. Check the lighting to make sure it is not too dark, and the provider cannot see you or too bright and you are washed out
5. Restart your device prior to the telehealth appointment
6. Turn off your screensaver. If the device goes to sleep, it can disconnect from the internet and disrupt the video visit.
7. Close any other programs or applications running on the device you are using to connect to your provider
8. If using a Wi-Fi connection make sure you are close to the router
9. If video is poor using a Wi-Fi connection, try connecting through ethernet from the modem/router to the device. You may have to ask others in your home to stop streaming video or gaming online.
10. Download the latest version of Chrome or Firefox
11. Know your back up plan in advance and have this document with you during the visit
12. If you hear an echo, try the following: Turn down the volume to 25%. Use a headset; Use a different device

More information is available on our website at [seattlechildrens.org/clinics/telemedicine](https://seattlechildrens.org/clinics/telemedicine).

## Interpreters

At the time the appointment is made, our schedulers will ask families if they need an interpreter and help them access our Interpreter Services.

## Troubleshooting and FAQs (in 7 languages)

Visit [Seattlechildrens.org/clinics/telemedicine](https://seattlechildrens.org/clinics/telemedicine). Information is available in English, Spanish, Arabic, Somali, Simplified Chinese, Russian and Vietnamese.

If a family experiences difficulty setting up their MyChart account or accessing their appointment, they should visit the website above for help or refer to the email sent to them by Seattle Children's. If that doesn't solve the problem, for help with MyChart families can call our Portal Support Line at 206-987-4444, option 1 (English/Spanish, Interpreter Services available). For technical support accessing telehealth, they can call our IT Service Desk at 206-987-1111, option 4 (English/Spanish).

## Cancellations

Just as with an in-person visit, we ask families who need to cancel their appointment do so by calling their clinic.

## Cost

Just like a regular clinic appointment, we bill the patient's insurance for services provided during their telehealth appointment, plus a telehealth administration fee (similar to a hospital facility fee). Families will receive a separate charge from their medical provider.

## Privacy and security

We take patient privacy seriously. Our telehealth processes, tools and technologies comply with HIPAA, meet federal requirements and are carefully vetted by our Privacy and Security teams. Video and audio from our telehealth appointments are never recorded or stored, and patient rights are respected and ensured.