

# Mobile/Tablet Virtual Visit Instructions – Patients



- \* For **technical assistance** during your virtual visit, please call **1-888-633-9076**.
- \* For **other questions** about your appointment or the virtual visit program, please call the Virtual Visit Coordinator at **202-476-6050**.

1. To begin using the myCare mobile app to conduct your virtual visit, please download it onto a mobile device in one of the following ways:
  - a. **Apple iOS** device users: Navigate to the Apple App Store and download the myCare app (Avizia myCare).
  - b. **Android** device users: Navigate to the Google Play Store and download the myCare app (myCare Avizia).
2. Once you have installed the myCare app, enter the 4-digit code "1121" and click **Submit**.
3. Click on the banner for 'Childrens National Health System.'
4. Log into the site using the username and password provided to you by the Virtual Visit Coordinator.
5. If this is your first time logging in, you will need to reset your password.
6. If this is your first time logging in, you will need to accept the **Terms of Service**.
7. The "Welcome Page" will then appear.
8. You will have the ability to test your connectivity, microphone, and camera under the **"Are you ready for your visit?"** section.
9. You will have the ability to check in to your virtual visit appointment, 15 minutes prior. Simply click on the **"Check In"** button to begin the intake process for your virtual visit.
10. Review and update the information on the first page of Intake.
  - a. Enter your **mobile** number for alerts .
11. Complete the second page of Intake.
  - a. Enter your primary reason for the visit in the **Reason for Visit** field.
  - b. If applicable, enter any additional details in the **Comments** field.
  - c. If applicable, upload any relevant photos for your visits by clicking the **Camera** icon.
12. Select the **Submit** button on the last page of Intake.
13. You will be transitioned to the **Waiting Room**. (Note: Please wait until your provider begins the virtual visit.)
14. When the provider is ready, click the green **Video** button on the page.
15. You are now connected with the provider for your virtual visit.
16. Once the provider has completed your visit, you can provide **Feedback** by taking the patient satisfaction survey on your screen.

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2. Once you have installed the myCare app, enter the 4-digit code “1121” and click Submit.
3. Click on the banner for ‘Childrens National Health System.’

Activate App

Please activate your app by doing one of the following:

Enter the 4-digit activation code you received and click 'Submit'.

Activation Code

OR

Go to your patient portal on this device, and click on the 'Open in App' button.

Don't have the website or code?

If you don't know the activation details, please contact your healthcare system to find out if they have subscribed to the myCare by Avizia app, and/or for instructions on how you can activate the app.

BACK SUBMIT

Avizia myCare


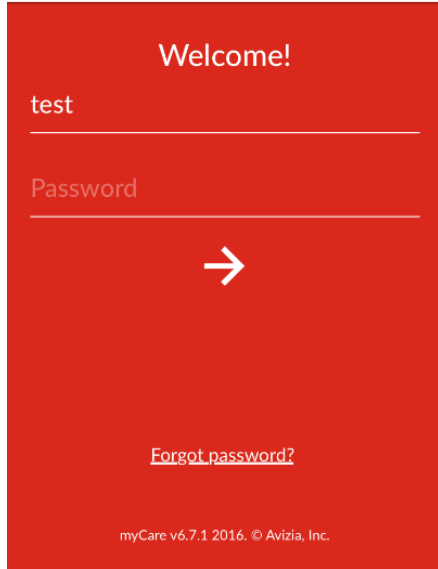
Select your healthcare network:

Childrens National Health System  
<https://childrensnational.avizia.com/OnePassLogi...>


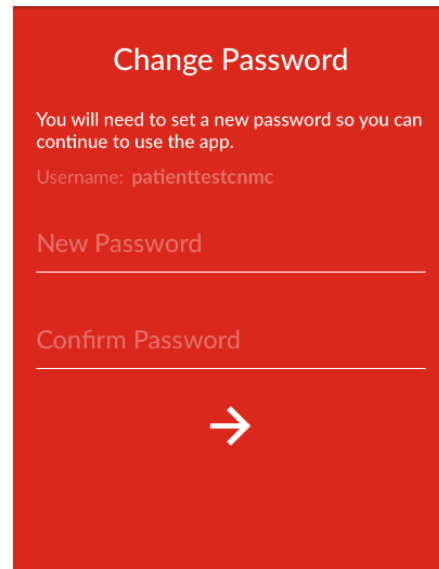
OR

[Activate healthcare network](#)

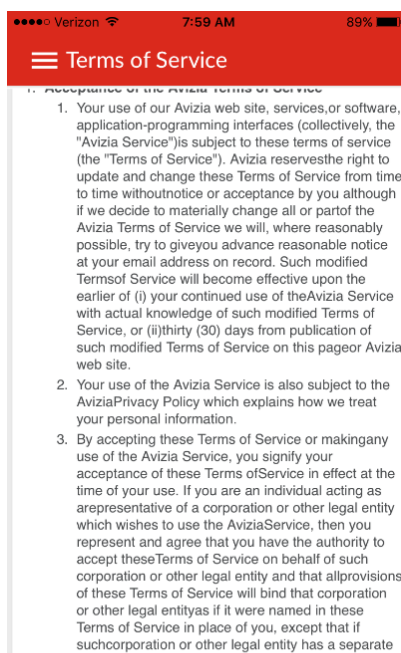
4. Log into the site using the username and password provided to you by the Virtual Visit Coordinator.

5. If this is your first time logging in, you will be forced to reset your password.

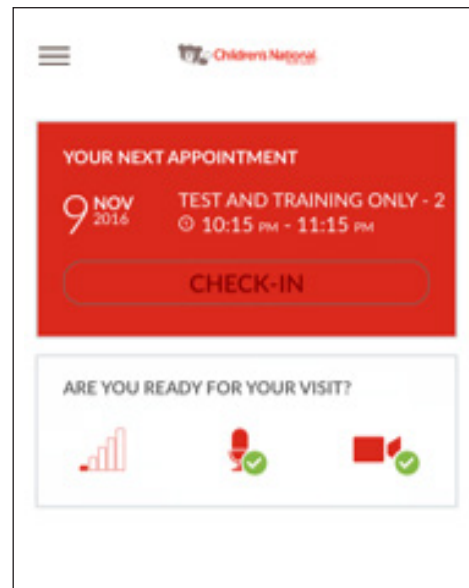
  


6. If this is your first time logging in, you will need to accept the **Terms of Service**.

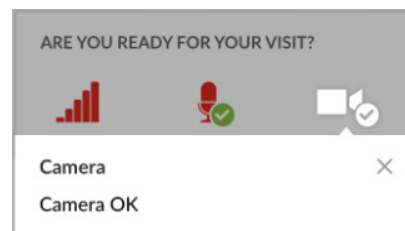
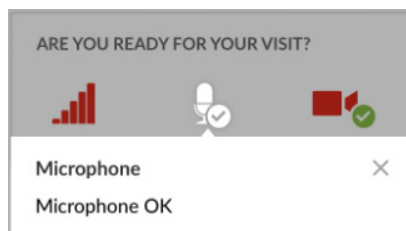
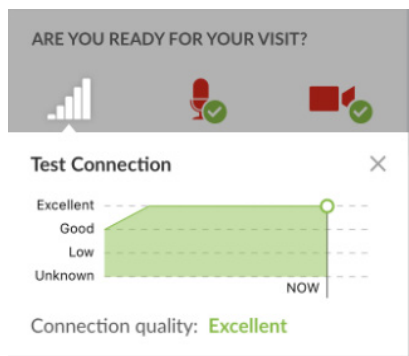


I AGREE

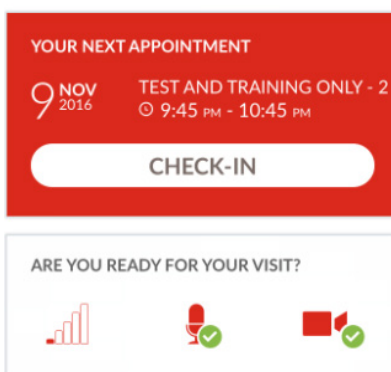
7. The "Welcome Page" will then appear.



8. You will have the ability to test your connectivity, microphone, and camera under the **"Are you ready for your visit?"** section.



9. You will have the ability to check in to your virtual visit appointment, 15 minutes prior. Simply click on the **"Check In"** button to begin the intake process for your virtual visit.



10. Review and update the information on the first page of Intake.

a. Enter your mobile number for alerts.

11. Complete the second page of Intake.

- a. Enter your primary reason for the visit in the Reason for Visit field.
- b. If applicable, enter any additional details in the Comments field.
- c. If applicable, upload any relevant photos for your visits by clicking the Camera Icon.

A screenshot of a form titled 'Step 2: TEST AND TRAINING O...'. It features a camera icon with the text 'Upload a relevant photo for your visit (optional)'. Below this are two text input fields: 'Reason for visit: \*' and 'Comments'. At the bottom are 'BACK' and 'NEXT' buttons.

12. Select the **Submit** button on the last page of Intake.

The screenshot shows a mobile application interface for a 'Visit Summary'. At the top is a red header with a hamburger menu icon and the text 'Visit Summary'. Below the header is a camera icon with the text 'Upload a relevant photo for your visit (optional)'. The form contains several fields: 'Type of Service \*' with the value 'TEST AND TRAINING ONLY - 2', 'Cell Phone \*' with the value '4805240097', 'Reason for visit: \*' with the value 'Test', 'Comments' with the value 'Test 1234', and 'Payment fees' with the value '\$ 0'. At the bottom left is a 'BACK' button, and at the bottom right is a 'SUBMIT' button.

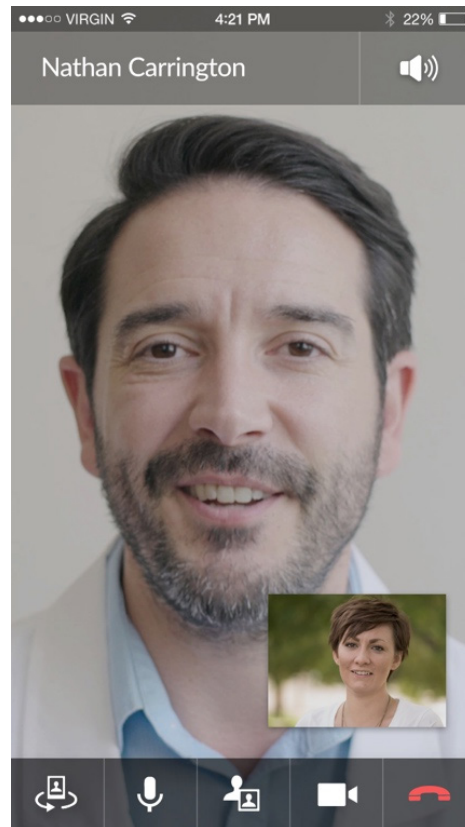
13. You will be transitioned to the **Waiting Room**. (Note: Please wait until your provider begins the virtual visit.)

The screenshot shows a mobile application interface for a 'Waiting Room'. At the top is a red header with a hamburger menu icon and the text 'Waiting Room'. Below the header is the Children's National Health System logo. The main content area contains the text: 'Your Provider will be with you shortly.' followed by 'You are now in the patient waiting room. The Provider has been paged and will be with you shortly.'

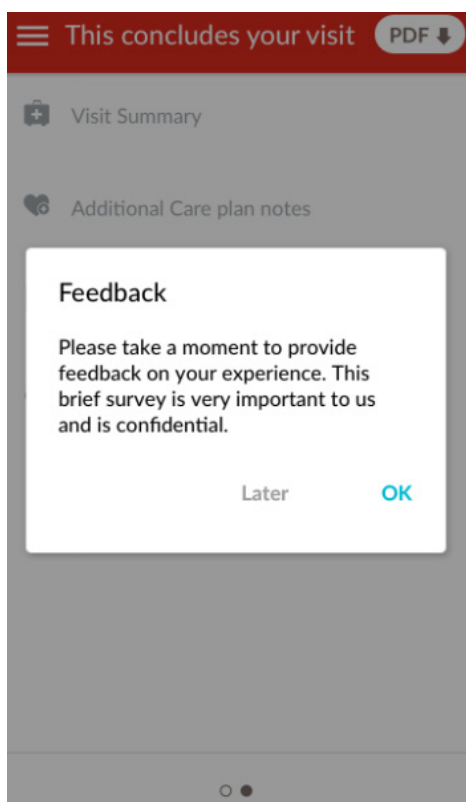
14. When the provider is ready, click the green **Video** button on the page.

The screenshot shows a mobile application interface for an 'Incoming Call'. At the top is the Children's National Health System logo. Below the logo is a red background with the text 'Incoming Call' and 'Avizia Support'. At the bottom are two green buttons: 'Video' and 'Audio'.

15. You are now connected with the provider for you Virtual Visit.



16. Once the provider has completed your visit, you can provide **Feedback** by taking the patient satisfaction survey on your screen.



Feedback

Please rate your level of satisfaction with the following:  
This survey is referring to the Visit November 9, 2016  
for your medical condition: TEST AND TRAINING ONLY - 2

Convenience of scheduling your visit

1 = Not at all Satisfied 5 = Neutral 10 = Completely Satisfied

☆☆☆☆☆☆☆☆

Convenience of using this visit to address your health care needs

1 = Not at all Satisfied 5 = Neutral 10 = Completely Satisfied

☆☆☆☆☆☆☆☆

CANCEL

SEND FEEDBACK

Notes:



A faint, stylized illustration of a bear's head and a magnifying glass, overlaid on a background of horizontal lines. The bear's head is on the left, facing right, with a simple nose and mouth. The magnifying glass is on the right, with its handle pointing towards the bear's head. The entire illustration is in a light gray color.



For more information or to make a referral:  
Children's National Health System  
111 Michigan Ave NW  
Washington, DC 20010  
202-476-BEAR (2327)

**[ChildrensNational.org](http://ChildrensNational.org)**