

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. Go to Children's Virtual Visit site (childrensnational.avizia.com).
2. Log into the site using the username and password provided to you by the Care Coordinator.
3. If this is your first time logging in, you will be forced to reset your password.
4. If this is your first time logging in, you will need to accept the **Terms of Service**.
5. You are now taken to the **Welcome page**.
 - a. Click the **Check In Now** button 10 – 15 minutes before your scheduled appointment time.
6. Complete intake **Step 1: Reason for visit**:
 - a. Indicate whether you are experiencing a life threatening medical emergency. (Note: Please dial 911 if you are experiencing a life threatening medical emergency.)
 - b. The drop down **I'm here for** section will be pre-populated based on your appointment.
 - c. Enter your primary reason for the visit in the **Reason For Consult** field.
 - d. If applicable, enter any additional comments in the **Additional Notes** field.
 - e. If applicable, upload any forms/attachments by clicking the **Add** button.
7. Complete intake **Step 2: Is your video connection ready?**
 - a. Internet – Test your Internet Connection Speed (click **Next**).
 - b. Software – Test to ensure you have the correct plug-in installed (click **Next**).
 - c. Webcam – Test to ensure your webcam is activated (click **Next**).
 - d. Microphone – Test to ensure your microphone is activated (click **Next**).
 - e. Speaker – Test to ensure your speakers are activated (click **Next**).
8. Add or verify your phone number. Notifications regarding this visit will be sent to this phone number. Select **Next Step** button.
9. Click **Start Visit** button to be placed in the **Waiting Room**. You will also notice that **Your Visit Progress** is at 100% completion.
10. You will be brought to the **Waiting Room**, where you will wait for the provider to begin the virtual visit.
11. Begin the virtual visit with the provider.
 - a. Select the **Accept** button on the Waiting Room page. (Note: this option will only appear after the provider initiates the virtual video visit.)
12. When the Virtual Visit is completed, the provider will end the call. A popup box will appear indicating the visit has ended.
13. Once the visit is completed, you will receive an email with a link to review visit summary and inviting you to take the satisfaction survey.

Virtual Visits Instructions – Patients

1. Go to Children's Virtual Visit site — childrensnational.avizia.com.
2. Log into the site using the username and password provided to you by the **Virtual Visit Coordinator**.

The screenshot shows the login interface for Children's National Virtual Visit. On the left, there is a 'Staff Login' button and a 'Patient Log In' section. The 'Patient Log In' section includes two bullet points: 'If you have forgotten your login information, please contact our Virtual Visit Coordinator at 202-476-6050.' and 'Please use the username and password provided by the Virtual Visit Coordinator'. Below these are input fields for 'User Name' and 'Password', followed by a green 'Sign In' button. At the bottom left, there is a link for 'Send a password reminder' and a note about agreeing to terms and privacy policy. On the right, a dark sidebar contains the text 'Expert pediatric care when and where you need it', followed by three icons (clock, first aid kit, video camera) with corresponding text about ease of connection, outpatient visits, and time/cost savings. At the bottom of the sidebar, there is a link for 'Frequently Asked Questions', technical support contact information, and a 'myCare Activation Code: 1121'.

Children's National
Health System

Staff Login

Patient Log In

- If you have forgotten your login information, please contact our Virtual Visit Coordinator at 202-476-6050.
- Please use the username and password provided by the Virtual Visit Coordinator

User Name

Password

Sign In

Having trouble logging in? [Send a password reminder](#)
By clicking Sign In or Sign Up you agree to our [Terms](#) And [Privacy Policy](#)

Expert pediatric care when and where you need it

Children's National Virtual Visit makes it easy for patients to connect with a specialist from their home or work

Provides outpatient visits and access to expert pediatric specialists

Saves time and costs associated with travel, while maintaining the quality of care provided by Children's National

[Click here for our Frequently Asked Questions](#)
If you need technical assistance with your virtual visit, please contact the technical support team at 1-888-633-9076.

myCare Activation Code: 1121

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

The screenshot shows the 'Avizia - Terms of Service' page. At the top left is the Children's National logo. At the top right is a user profile icon for 'Marcelle Saab' and a 'Return to Home Page' button. The main content area is titled 'Avizia - Terms of Service' with a date of 'September 25, 2012'. Below this is a section titled '1. Acceptance of the Avizia Terms of Service' which contains a paragraph stating that the use of the Avizia website, services, or software is subject to these terms of service, and that Avizia reserves the right to update and change these terms without notice.

Avizia - Terms of Service
Date last modified: September 25, 2012

1. Acceptance of the Avizia Terms of Service

1. Your use of our Avizia web site, services, or software, application-programming interfaces (collectively, the "Avizia Service") is subject to these terms of service (the "Terms of Service"). Avizia reserves the right to update and change these Terms of Service from time to time without notice.

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

 Marcelle Saab +

[Return to Home Page](#)

Avizia – Terms of Service

Date last modified: September 25, 2012

1. Acceptance of the Avizia Terms of Service

1. Your use of our Avizia web site, services, or software, application-programming interfaces (collectively, the "Avizia Service") is subject to these terms of service (the "Terms of Service"). Avizia reserves the right to update and change these Terms of Service from time to time without notice or acceptance by you although if we decide to materially change all or part of the Avizia Terms of Service we will, where reasonably possible, try to give you advance reasonable notice at your email address on record. Such modified Terms of Service will become effective upon the earlier of (i) your continued use of the Avizia Service with actual knowledge of such modified Terms of Service, or (ii) thirty (30) days from publication of such modified Terms of Service on this page or Avizia web site.
2. Your use of the Avizia Service is also subject to the Avizia Privacy Policy which explains how we treat your personal information.
3. By signifying your acceptance of these Terms of Service or making any use of the Avizia Service, you signify your acceptance of these Terms of Service in effect at the time of your use. If you are an individual acting as a representative of a corporation or other legal entity which wishes to use the Avizia Service, then you represent and agree that you have the authority to accept these Terms of Service on behalf of such corporation or other legal entity and that all provisions of these Terms of Service will bind that corporation or other legal entity as if it were named in these Terms of Service in place of you, except that if such corporation or other legal entity has a separate signed agreement with Avizia, the terms of that separate signed agreement will govern Avizia's relationship with the corporation or legal entity. If you are a member of a research study, you agree that you accept these Terms of Service and have read and understand them.

2. Definitions.

For the purposes of these Terms of Service, the terms in this Section 2 shall have the meanings assigned to them.

1. "Customers" means individuals, entities, companies or corporations who have separately entered into an agreement(s) with Avizia providing them rights to use the Avizia applications, websites, software and services (including but not limited to Avizia's OnePlace™, Avizia's Consult Accelerator, Communities for Care, and Communities for a Cure™) that may be accessible to you via the Avizia Service
2. "Privacy Rule" means the Standards for Privacy of Individually Identifiable Health Information at 45 CFR part 160 and part 164, subparts A and E.
3. "Protected Health Information" has the meaning given it in the Privacy Rule, and includes all individually identifiable health information concerning individuals that may be submitted to the Avizia Service.
4. "User" means an individual who has registered with the Avizia Service.

3. Account Information; Service Access.

1. The Avizia Service is not available to persons under the age of thirteen (13) or to any Users suspended or removed from the Avizia Service by Avizia. By using the Avizia Service, you represent and warrant that you are at least thirteen (13) years of age and have not been previously stop using the Avizia Service (including without limitation your Content license to Avizia Service and the General Terms in this Section), will survive after you stop using the Avizia Service.
2. Compliance with Law. You represent and warrant that you will comply with all applicable laws and regulations in connection with your use of the Avizia Service, including without limitation, applicable FTC regulations, CAN-SPAM, the Privacy Rule, and other privacy and data protection laws.
3. Severability. If any provision of these Terms of Service shall be unlawful, void, or for any reason unenforceable, then that provision will be deemed severable from these Terms of Service and will not affect the validity and enforceability of any remaining provisions.
4. Notices. Except as explicitly stated otherwise, legal notices will be served, with respect to Avizia, to legal@emergend.com, and, with respect to you, to the email address you provide to Avizia during the registration process. Notice will be deemed given twenty-four (24) hours after email is sent, unless the sending party is notified that the email address is invalid. Alternatively, we may give you legal notice by mail to the address provided during the registration process. In such case, notice will be deemed given three days after the date of mailing.
5. Waiver. No provision of these Terms of Service shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the Party claiming to have waived or consented. Any consent by any Party to, or waiver of a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different subsequent breach.
6. Assignment. You may not assign your account to the Avizia Service or any rights and licenses granted hereunder and such any assignment by you will be null and void.
7. Survivability. All sections of these Terms that by their respective nature should survive the cancellation or termination of these Terms of Service shall survive the termination or cancellation of these Terms of Service. You agree that breach of these provisions will cause irreparable harm and that accordingly Avizia may seek injunctive relief in addition to any other legal remedies under these Terms of Service at law or equity.
8. Entire Agreement/Arbitration. These Terms of Service (including any additional terms, conditions, policies and agreements incorporated herein) are the entire agreement between Avizia and you regarding the Avizia Service. Any dispute arising from or related to these Terms of Service will be governed by the laws of the State of Arizona without regard to conflict of law principles. Any such dispute will be resolved through binding arbitration by a single arbitrator pursuant to the American Arbitration Association's rules applicable to commercial disputes. The arbitration will be held in Phoenix, Arizona.

Last updated: September 25, 2012
© Avizia. All Rights Reserved.

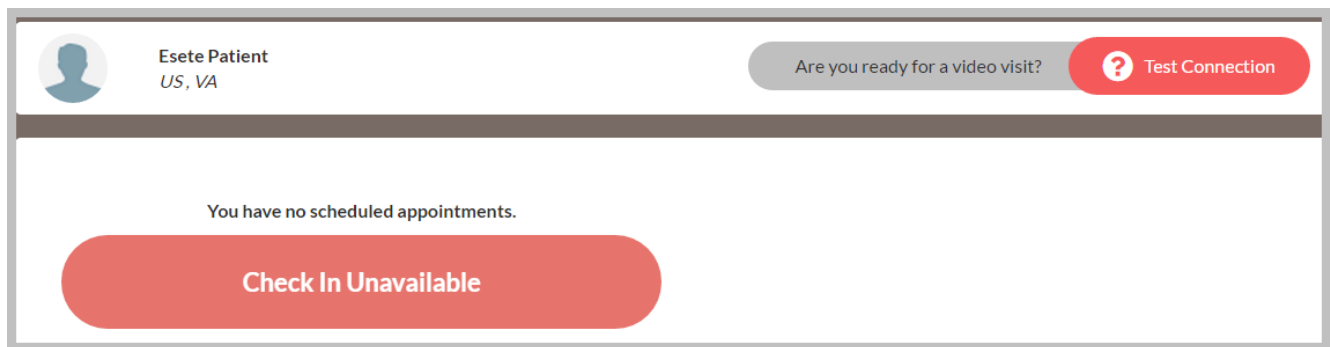
Do you agree to the Terms of Use listed above?

☒ I agree to the Terms of Use

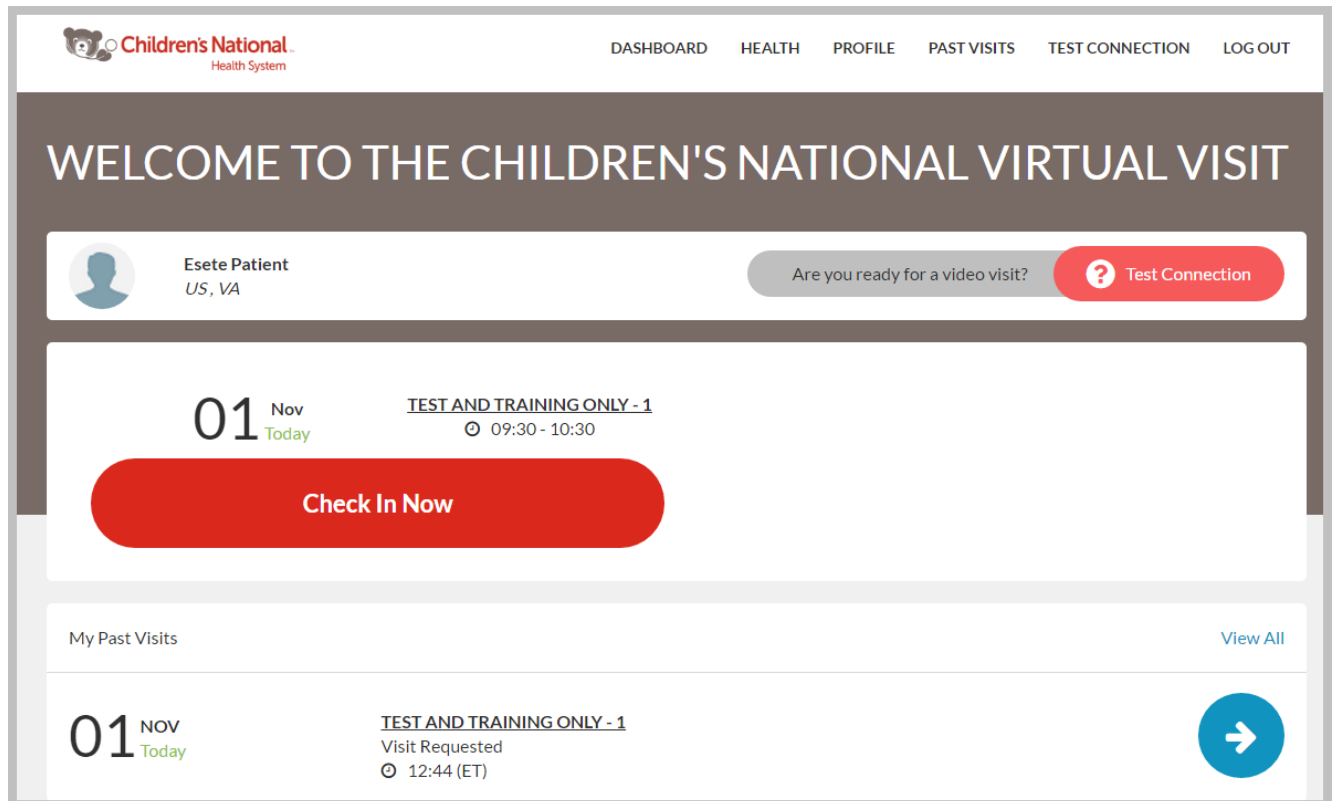
[Submit](#)

5. Next you will see the **Welcome Page**.

a. If you do not have a pending appointment, you will see the following screen:

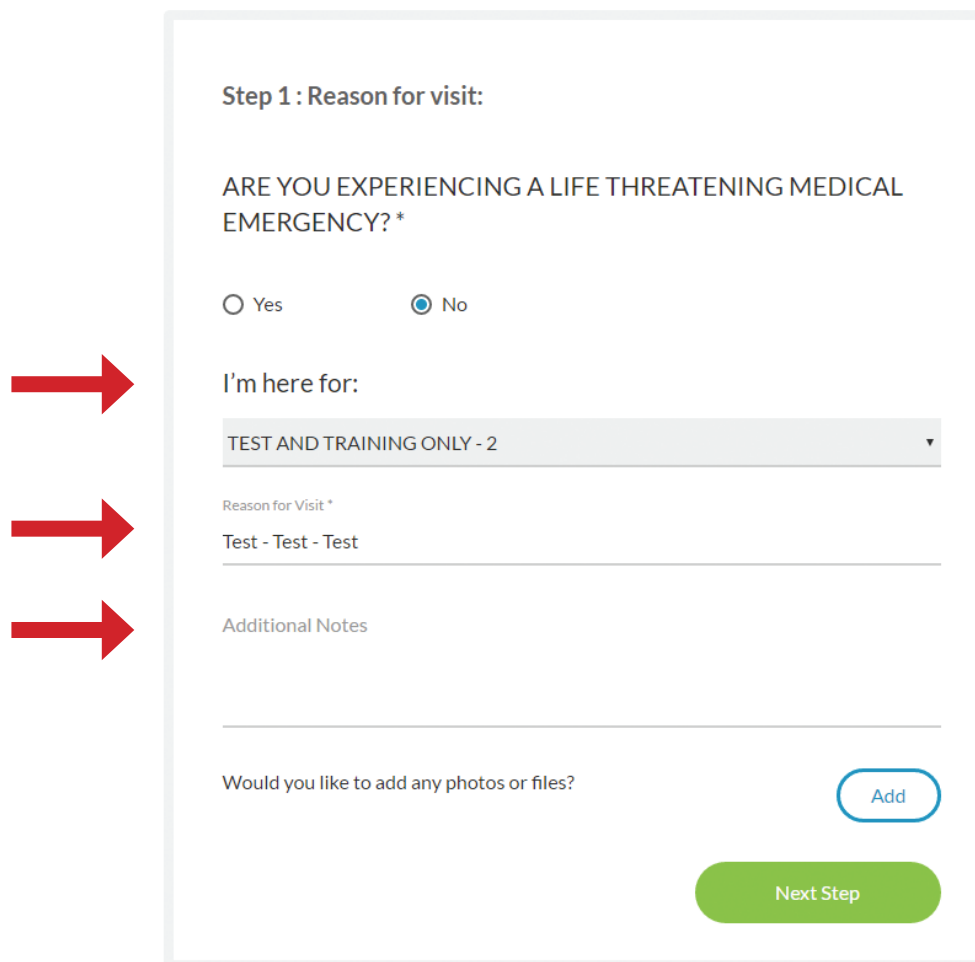


b. If you do have a pending appointment, you can click the **Check in Now** button 10 minutes before your scheduled appointment:



6. Complete intake **Step 1: Reason for visit:**

- a. Indicate whether you are experiencing a life threatening medical emergency.
(Note: Please dial 911 if you are experiencing a life threatening medical emergency.)
- b. The drop down **I'm here for** section will be pre-populated based on your appointment.
- c. Enter your primary reason for the visit in the **Reason For Consult** field.
- d. If applicable, enter any additional comments in the **Additional Notes** field.
- e. If applicable, upload any forms/attachments by clicking the **Add** button.



Step 1 : Reason for visit:

ARE YOU EXPERIENCING A LIFE THREATENING MEDICAL EMERGENCY? *

☐ Yes ☒ No

I'm here for:

TEST AND TRAINING ONLY - 2 ▼

Reason for Visit *

Test - Test - Test

Additional Notes

Would you like to add any photos or files?

Add

Next Step

7. Complete intake **Step 2: Is your video connection ready?**

- a. **Internet** – Test your Internet Connection Speed (click **Next**).

The screenshot shows the 'Test 1 of 5 Internet Connection' screen. On the left, a sidebar lists components: Internet (highlighted in blue), Software (READY), Webcam (READY), Microphone (READY), and Speaker (READY). The main area displays test results: Ping at 0.017 sec with the note 'Your ping speed is quick, showing a good connection.'; Download Speed at 66.59 Mbps with a green bar and the note 'Your download speed is excellent.'; and Upload Speed at 32.12 Mbps with a green bar and the note 'Your upload speed is excellent.' At the bottom are 'Retest' and 'Next' buttons, with a red arrow pointing to 'Next'.

- b. **Software** – Test to ensure you have the correct plug-in installed (click **Next**).

The screenshot shows the 'Test 2 of 5 Software Drivers' screen. The sidebar on the left is identical to the previous screen, with 'Internet' highlighted. The main area states 'Your plug-in is installed and up to date.' and features a large green checkmark. At the bottom are 'Back' and 'Next' buttons, with a red arrow pointing to 'Next'.

- c. **Webcam** – Test to ensure your webcam is activated (click **Next**).

The screenshot shows the 'Test 3 of 5 Webcam' screen. The sidebar on the left has 'Webcam' highlighted in blue. The main area shows a video feed of a person's face with the text 'Facetime HD Display' and 'Can you see yourself?'. At the bottom are 'No' and 'Yes' buttons, with a red arrow pointing to 'Yes'.

- d. **Microphone** – Test to ensure your microphone is activated (click **Next**).


The screenshot shows the 'Test 4 of 5 Microphone' screen. The sidebar on the left has 'Microphone' highlighted in blue. The main area shows a volume slider labeled 'Built-in Microphone' and the question 'Can you see the audio bar move?'. At the bottom are 'No' and 'Yes' buttons, with a red arrow pointing to 'Yes'.

- e. **Speaker** – Test to ensure your speakers are activated (click **Next**).

The screenshot shows the 'Test 5 of 5 Speaker' screen. The sidebar on the left has 'Speaker' highlighted in blue. The main area features a 'Play sound' button, a volume slider, and the question 'Did you hear a sound'. At the bottom are 'No' and 'Yes' buttons, with a red arrow pointing to 'Yes'.

8. Add or verify your phone number. Notifications regarding this visit will be sent to this phone number. Select **Next Step** button.

Where can we call you, if needed?


My Phone *  +1 555-555-5555


Next Step

9. Click **Start Visit** button to be placed in the **Waiting Room**. You will also notice that **Your Visit Progress** is at 100% completion.

See a Provider Now

Create New Visit

Step 1 : Reason for visit: [Edit](#) 


Step 2 : Is your video connection ready? [Edit](#) 

Start Visit

Your Visit Progress

100%
Completed

10. You will be brought to the **Waiting Room**, where you will wait for the provider to begin the Virtual Visit.



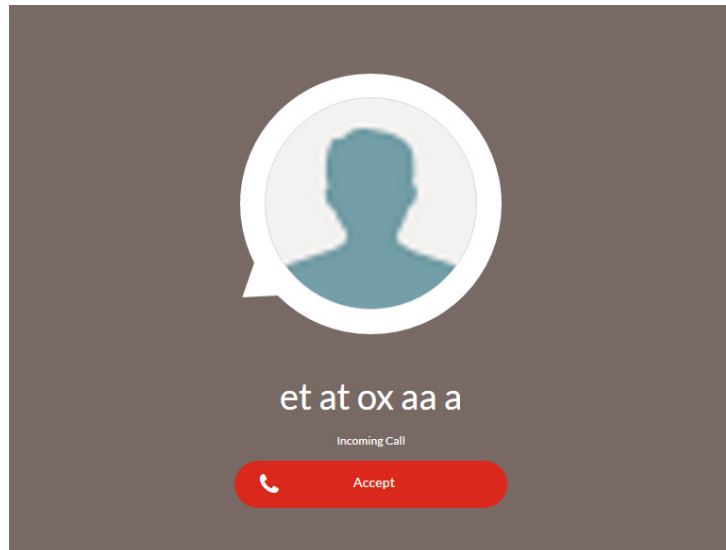
DASHBOARD PROFILE PAST VISITS TEST CONNECTION LOG OUT

Welcome to the waiting room!

- Your Children's National Health Care Provider will join the visit shortly. If the provider does not begin the visit 15 minutes after your scheduled appointment time, please contact the Virtual Visit Coordinator at 202-476-6050.
- When the provider is ready to begin the virtual visit, you will receive a text message on your mobile phone and a notification will automatically appear on this page.
- To join the virtual visit with the provider, select the Answer button that appears on your screen.
Note: the Answer button will only appear after the provider initiates the video visit.

11. Begin the Virtual Visit with the provider.

- a. Select the **Accept** button on your screen.
(Note: This option will only appear after the provider initiates the virtual video visit.)



- b. You will see the provider on your screen as such:



****At the bottom of the video screen, you will have the following tools to manage the call****



Microphone:
Mute/unmute
your microphone

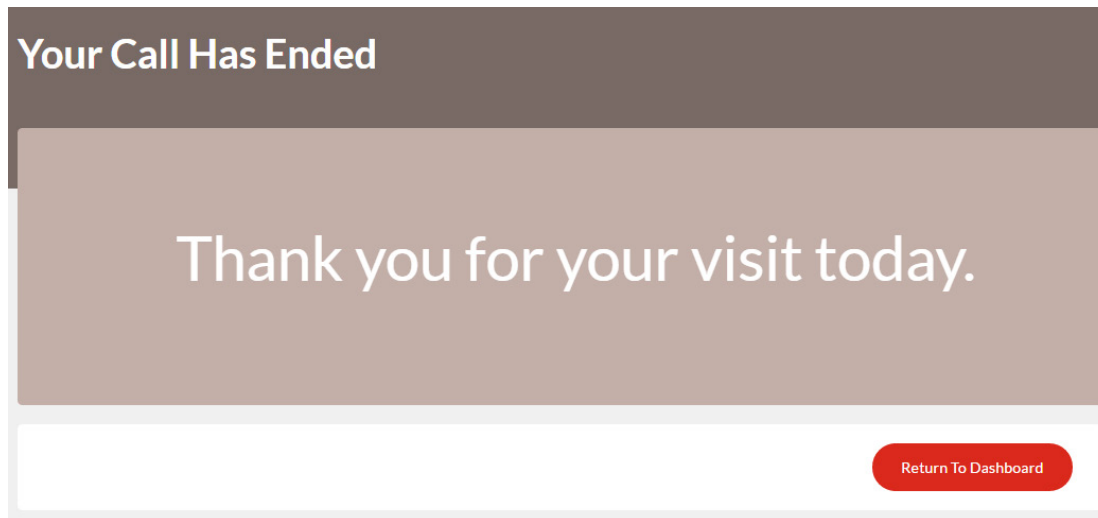
Camera:
Turn off or on
the self-view
Mute/unmute
your microphone

Volume:
Adjust your
volume

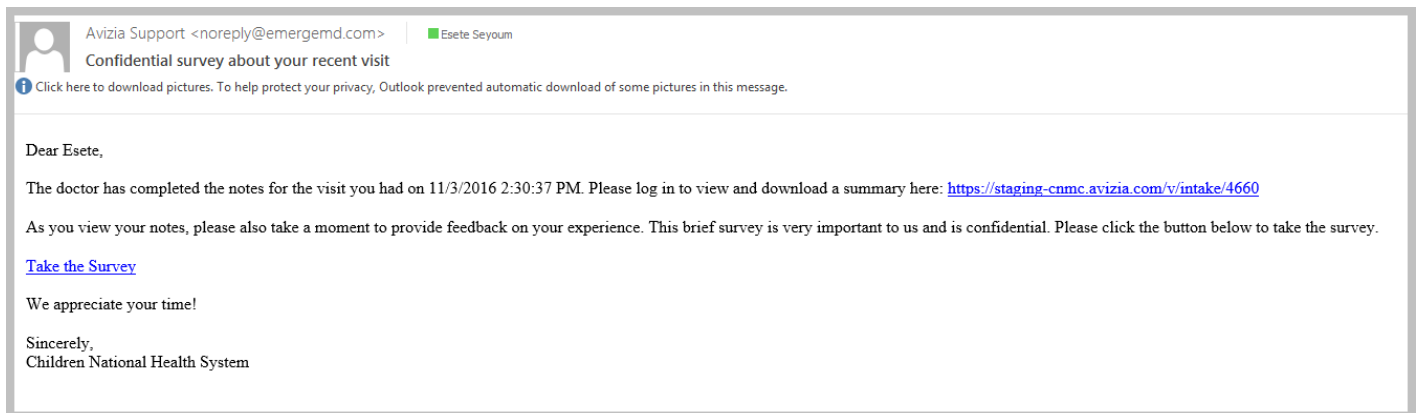
Chat:
Start a
chat session
with the provider

Phone:
Disconnect
the call

12. When the Virtual Visit is completed, the provider will end the call. A popup box will appear indicating the visit has ended.



13. Once the visit is completed, you will receive an email with a link to review visit summary, inviting you to take the satisfaction survey.



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.

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