

# Virtual Visit | Appointment Information



Children's National Health System is dedicated to improving the patient and family experience, pediatric care, and outcomes. With that goal in mind, we are pleased to offer select patients a Virtual Visit appointment for follow-up care with a Children's specialist.

## What is a Virtual Visit?

Much like an in-person appointment, a Virtual Visit will allow you to meet with a Children's National provider, but from the convenience of your home or work.

### *Benefits of a Virtual Visit*

- Provides easier, more convenient access to specialty care
- Creates a direct connection between you and your healthcare provider from the comfort of your home
- Saves you time and costs associated with travel
- Maintains the quality of care provided by Children's National

## Quick Facts

- The Virtual Visit is HIPAA-compliant, secure, and confidential.
- For your Virtual Visit, you will need:
  - Computer, laptop, tablet, or mobile phone
  - High-speed internet connection
  - A camera with the ability to send and receive video. You do not need a webcam if you are using a tablet or mobile phone
  - Microphone (most webcams have a microphone built in)
  - The MyCare app, which can be downloaded from the app store with activation code 1121

- You will spend the same amount of time in your Virtual Visit that you would spend with a specialist in person.
- Language interpreters are available if needed.

## What to Expect?



Children's National will call and/or email you to provide a username and password to log into your Virtual Visit.



You will receive an email, phone call, or text reminder prior to your Virtual Visit appointment.



You will log into your Virtual Visit via a secure website to meet with your healthcare provider using video.



Your healthcare provider will ask the same questions asked during an in-person appointment.



If needed, your healthcare provider can send a prescription to the pharmacy of your choice.

## How do I connect to video?

- You will be connecting to your Virtual Visit via video.
- You will be sent instructions on how to access and test your video connectivity prior to your appointment by the Virtual Visit coordinator.
- You will need to test your video connection at least three days prior to the Virtual Visit.

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**Virtual Visit Website Address:** <http://childrensnational.avizia.com>

Children's National will contact you with your login and password information before your Virtual Visit.

- For technical assistance during your Virtual Visit, please call **1-888-633-9076**.
- For other questions about your appointment, please call **202-476-6050**.
- If you are experiencing a medical emergency, please call **911**.

# Virtual Visit | Frequently Asked Questions



## General

### What is the telemedicine Virtual Visit?

Much like an in-person appointment, a Virtual Visit will allow you to meet with a Children's National specialist, but from your home or work. You can see and speak to your healthcare provider using your computer, laptop, tablet, or mobile phone.

### How do I access the Virtual Visit website?

From your computer, laptop, tablet, or mobile phone, you can access the website at <http://childrensnational.avizia.com>. Prior to your appointment, a Children's Virtual Visit coordinator will provide you with a username and password to access the site.

### What if I need to cancel/change my appointment?

If you need to cancel your appointment, call the Virtual Visit coordinator at 202-476-6050.

### What if I can no longer wait for the specialist?

Please call the Virtual Visit coordinator at 202-476-6050.

### Who will I be seeing for the Virtual Visit appointment?

You will see a Children's specialist that knows you and your child's medical history and the reason for the Virtual Visit.

### Will prescriptions be issued if needed?

Yes, your specialist will ensure that your pharmacy of choice receives the prescription order you need.

## Personal Information

### Will my personal/health information be secure?

Yes, the application being used is 100 percent HIPAA-compliant to protect your health information.

### Will my personal/health information be shared with anyone?

No, your information will not be shared with anyone outside of Children's National Health System without your permission.

## Technical

### What equipment do I need for a Virtual Visit?

You will need:

- Computer, laptop, mobile phone, or tablet
- High-speed internet connection
- A webcam with the ability to send and receive video
- Microphone (most webcams have a microphone built in)

### How do I ensure I have the proper internet and video connection to conduct the Virtual Visit?

Please refer to the corresponding technical requirements document to confirm you have the proper tools to conduct a Virtual Visit with your healthcare specialist. Please note that you will need to test your video connection at least three days prior to your appointment.

### What if I get disconnected during the Virtual Visit appointment?

If you get disconnected during the visit, please re-connect by clicking the "Re-connect" button at the bottom of the screen, or by completing the same steps you took when you first logged in. If you need technical support, please call 1-888-633-9076.

### What if the specialist can't hear/see me?

Please check that you are sharing video from your device and that your device is unmuted.

### Do I need to wait at my computer after checking in?

It is best to be near your computer after checking in. You will receive a notice on both your computer and your cell phone that your specialist has logged onto the system and is ready to connect with you.

### What if I am having technical issues?

If you experience technical issues, please call technical support at 1-888-633-9076.