

Telemedicine Frequently Asked Questions (FAQs)

Q. How do I prepare for a telemedicine visit?

A. **Before your visit**, please do the following:

- Sign up for MyChart if you do not already have an account.
 - To sign up, visit mychart.luriechildrens.org.
- Complete eCheck-in at least 24 hours prior to your appointment.
 - MyChart users may eCheck-in for the visit up to three days prior to the visit:
 - > Log into MyChart and click on the prompts, or
 - > Use the link received via e-mail with subject "Check In For Your Visit."
 - Non-MyChart users:
 - > eCheck-in is not currently available for patients who do not have a MyChart access code. Please sign up for MyChart to ensure all forms are completed and avoid delays to your care.
 - > If you are unable to use MyChart, a team member will send the forms via e-mail the day before your appointment. These forms must be completed or your appointment will be canceled.
- Watch [this video](#) to understand this new, simplified process.

On the day of your visit, please:

- Locate a quiet, well-lit and private space in your home where you can complete the appointment without distraction or interruption.
- Ensure that the device you are using is connected to the internet and has enough battery life for the visit.
 - If possible, limit the use of other devices or programs which may use the same internet connection during the appointment to enhance the strength of your internet connection.
- Join your virtual visit directly via MyChart or through the link received via e-mail on the morning of your visit with the subject "Invitation to Join Video Visit."
- Your provider will be notified once you have joined your visit. If there are any delays in the schedule, the care team should notify you.

Q. Do I need to download an app?

A. **No**, it's not necessary to download an app. The virtual visit can be accessed through MyChart using a device with internet access, or by clicking on the link that you received via e-mail. However, you may also join through the MyChart mobile app, which we recommend downloading in advance.

Q. Is the video call secure and private?

A. **Yes**. Your privacy is important to us. Each virtual visit takes place on Lurie Children's secure, HIPAA-compliant network, so privacy is assured. Additionally, our virtual visits are never recorded.

Q. Can I record the visit?

A. **No**. To help maintain security and privacy of all parties, and in accordance with Illinois state law, filming or recording the virtual visit is not permitted.

Q. Can I share the appointment link with someone?

A. **No**. Each patient designee will receive the link prior to the visit. The link you receive via e-mail is for your use only. If there is another family member who you would like to have present at the visit, please contact the provider's office prior to the scheduled visit to have an additional patient contact added.

Q. Can I dial in to the telemedicine visit?

A. **No**. Epic Video Client is a videoconferencing platform that does not currently support audio-only or dial-in functionality. At this time, all parties must join through a device with a camera and microphone. If you are not sure if telemedicine is the right option for you, please contact your provider.

Q. Will I be able to get a prescription?

A. **Yes**. If the provider determines that a prescription is necessary, it will be sent electronically to the pharmacy that we have on file for your child.

Q. Will I be able to get a note for school/work?

A. **Yes**. School/work notes and additional instructions or materials will be shared with you via MyChart. You can sign up for MyChart at any time after the visit and still have access to the requested documentation.

Q. Who can I contact with questions?

- A. • **For scheduling changes or questions**, contact the provider's office that your child's appointment is scheduled with.
- **For MyChart account questions**, call 833.706.4507.
- **For other general telemedicine questions**, e-mail telemedicinesupport@luriechildrens.org.