CLICK [Video Visit Link](#) TO JOIN YOUR VISIT

Use the above link to <u>connect</u> to all scheduled visits for the date in the subject line of this email

For a brief video showing you how to join from a cell phone or tablet: Click Here

- If using a cell phone/tablet, please download Microsoft Teams from your app store prior to your visit, <u>the visit will not launch in Safari</u>

For a brief video showing you how to join from a computer: Click Here

About your video visit:

- Patient must be present for the visit. Please be in a private location.
- The patient should be present in state of his/her home address or the provider may not be able to see you due to medical licensing.
- If you have MyChart, please check for pre-visit updates before your appointment.
- If you do not have MyChart, click **here**. This is best way to receive information before and after a visit. Mychart activation can take 7-10 days to activate.
- A brief video about what to expect during a video visit, detailed written instructions, and specific instructions for departments listed below can be found **here**.
  - Audiology
  - Dermatology
  - Endocrinology
  - Ophthalmology
  - Rheumatology
  - NICU

*Cincinnati Children's accepts all major insurance plans. Typically, the cost for a video visit is the same as an in-person visit. Video visits are covered by Ohio Medicaid and most private insurance plans. Some plans do have exceptions and chose not to cover telehealth services. You should check your specific plan benefits to know if telehealth services are covered.
***Families will be billed for co-pay/co-insurance or deductible amounts that apply to outpatient visits starting on 2/1/2021**.

Troubleshooting:

- Tap screen to turn on your microphone and camera at the start of the visit. If icons have a single line through them, that indicates they are off.
- To check or change your speaker, microphone, or camera settings when you're on a call or in a meeting, select **More options** (three dots) > **Show device settings** (gear icon) in your meeting controls. Then select the options you want.
- If you're using a Mac and you're having trouble getting your microphone to work, you might need to change one of your privacy settings.

  Here's how to check:
  1. Open **System Preferences**
  2. Select **Security & Privacy**
  3. Under **Privacy**, choose **Microphone** on the left
  4. Make sure Microsoft Teams is selected

Need Help: Contact the Cincinnati Children's Center for Telehealth at 513-803-8353

A copy of our annual consent and terms and conditions is available: Click here