If you and your care team agree, you may be invited to have a scheduled visit via video. You will be able to talk directly with the care team through live, secure, interactive video.

**Scheduling a secure video visit**
Your care team will work with you to schedule a video visit.

**Video visit prerequisites**
If you and your care team agree to a video visit, there are a few things you will need to do first:

- **Sign up for MyChart account access**
  You must have active MyChart accounts for you and your child. If you do not have a MyChart account, set one up now at [chw.org/MyChart](http://chw.org/MyChart).

- **Have access to a suggested mobile device**
  Use a mobile device like Android or iOS to get a good connection to the video visit. You may be able to use a desktop computer, but more problems may happen.

**What to expect before your visit**
Here’s what you can expect before your scheduled video visit if you enrolled in MyChart:

- **At least 24 hours in advance of your visit**, sign in to MyChart to complete eCheck-in, update your demographics, review your medications and verify your insurance.

**How to prepare for your visit**

- You must have MyChart and Zoom downloaded onto your phone to connect to the visit.
- Please visit [chw.org/videovisits](http://chw.org/videovisits) for instructions on how to prepare.
- Plan to connect up to 15 minutes before your appointment. Your provider may be running late. Please stay connected until they arrive.
- It is best to use your mobile iPhone/iPad/Android device for the video visit.
- If you are unable to start your visit at your scheduled time, we may not be able to see you.

**Cost and insurance**
We will bill your insurance company for the visit using our standard prices. Deductibles and co-payments may be applied as determined by your insurance plan.