

Notice to families

Beginning November 4th, you will connect to your teletherapy appointment in a different way. Your old Zoom numbers will NO LONGER WORK.

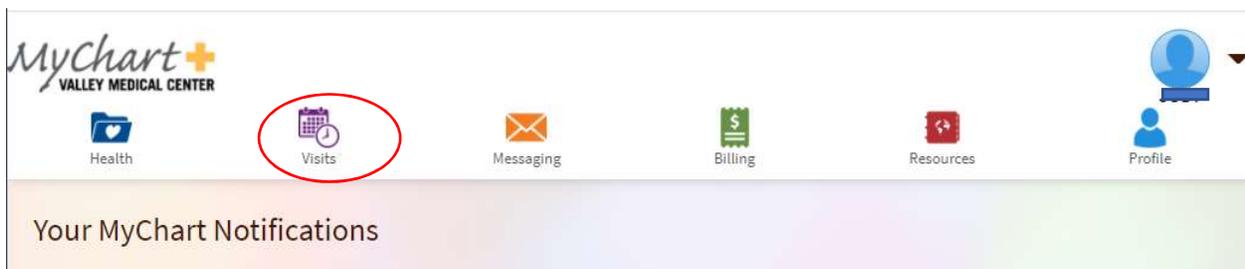
1. -On a computer, go to mychart.valleymed.org and log in to your account. If you have a proxy for your child, once you have logged into their account, select your child's account from the menu.
-On a tablet or phone, you will need to download the MyChart and Zoom apps. Then go to MyChart, login, and select your child's account.
2. Click on "Visits" and then "Appointments and Visits"
3. Click on "e-check-in" for today's appointment
4. Follow the prompts- DO NOT click "do later" as this will not allow you to log in. The questions should be very similar to what you answered when you used to check in at the kiosk at the clinic
5. If you get a pop-up blocker notification, on an iPhone or iPad go to "settings", "safari", and then turn "pop-up blocker" to "off". If you have a different device, you may have a slightly different process to turn off pop-up blocker.
6. When "begin video visit" turns green, click it and zoom will launch.
7. Have a great session!

If you have any technical difficulties including needing help changing your password you can call the patient support line at 1-833-615-3204

If you have other difficulties call the front desk at Children's Therapy at 425-690-3513

MY CHART LOGIN FOR TELEVISITS

1. Log into your MyChart with username and password

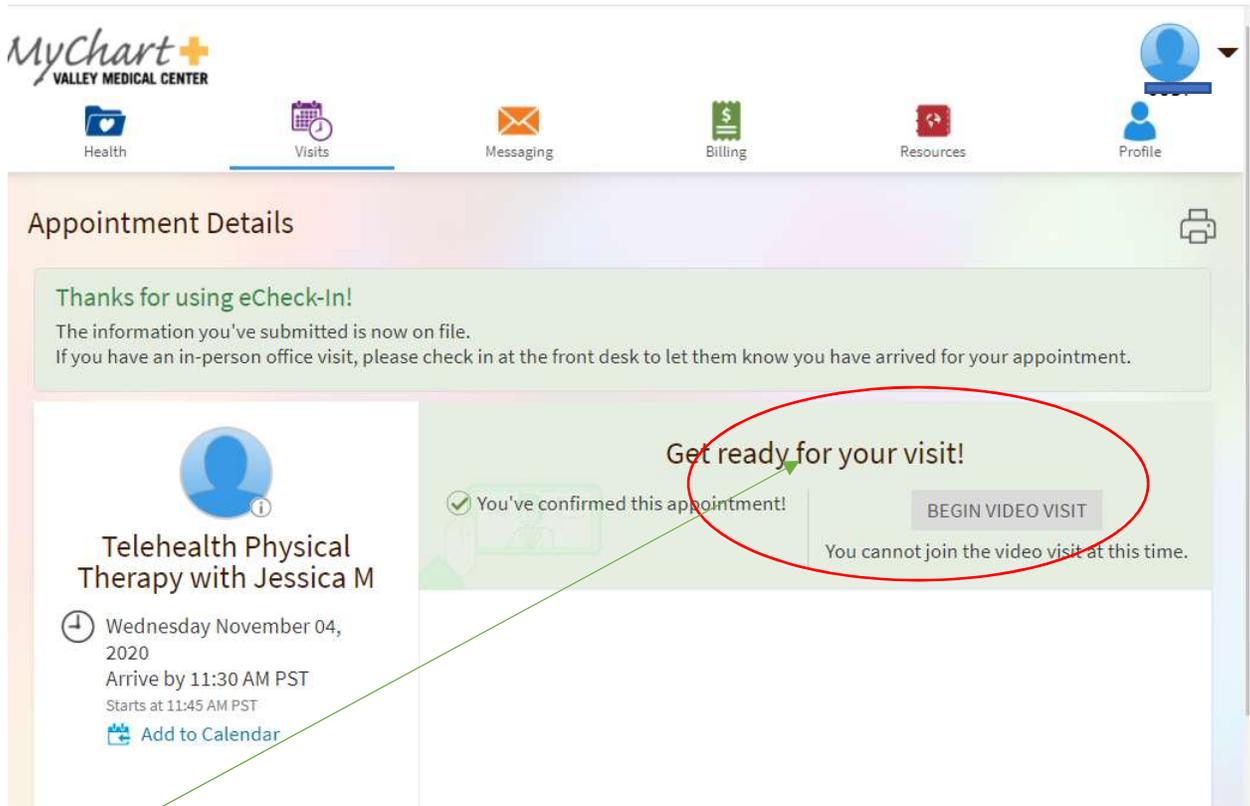


2. Click on **VISITS** or **hover over it**. Choose appointments and visits

The screenshot shows the MyChart+ Valley Medical Center interface. At the top, there is a navigation bar with icons for Health, Visits, Messaging, Billing, Resources, and Profile. Below this is a section titled "Appointments and Visits" with a "SCHEDULE AN APPOINTMENT" button. A filter dropdown is set to "Upcoming and Past" with "More Filter Options" available. The "Upcoming Visits" section shows a calendar view for "Next 7 Days" with a selected date of "NOV 4 Wed". The appointment details are: "Telehealth Physical Therapy with Jessica M", "Arrive by 11:30 AM PST", and "Starts at 11:45 AM PST". There are two buttons: "ECHECK-IN" (highlighted with a red circle) and "DETAILS".

3. Click on today's visit and ECHECK-IN.

4. Then go through the screens to verify all your information just like using the Kiosk in the clinic. Once completed you will be ready for your video visit



5. When this is Green you can **Begin Video Visit**