

CHOP NEUROLOGY PATIENT VIDEO VISIT CHECKLIST AND TIP SHEET

The Division of Neurology at the Children's Hospital of Philadelphia is excited to offer MyCHOP video visits with your neurology team when appropriate. Please read this tip sheet if you have such a visit scheduled, and if you would like additional information about video visits here at CHOP, please visit: <https://www.chop.edu/telehealth-video-visits-through-mychop>. Additional step-by step information about the MyCHOP app is also available through a MyCHOP instructional video at: <https://www.youtube.com/watch?v=1e3PGZpxmYk>.

What you will need:

- **An active MyCHOP account.** If you already have an account, [sign in](#) to ensure you can successfully access your account. If you have any issues, you can use our chat support feature, [submit a question for technical support](#), or call 267-426-4357 for additional MyCHOP support. If you have other questions about appointments, or need to sign up for MyCHOP, please call your provider's office.
- **A mobile phone or tablet.** The video visit experience is best on a mobile device, so it is strongly recommended that you use a phone or tablet, and **use Wi-Fi when possible**, instead of your cellular network. **These visits do not always work on desktop computers, so please plan to use a phone or tablet instead.**
- **Access to Wi-Fi** (unless you plan to use cellular data on your device).
- When using a mobile device such as a phone or tablet, you'll need the **MyCHOP mobile app downloaded to your device.**



How to Prepare for Video Visits:

1. Once the MyCHOP app is downloaded to your device, make sure you can log in.
2. Click on the link sent to you via MyCHOP **10 minutes prior to your appointment.**
3. Have a list of questions for your doctor prepared prior to the appointment, and with you when you start the appointment.
4. Have your child's medication with you, as well as a list of any medications that require refills.

Tips for the Visit:

1. Pick a quiet and private space that is well-lit to carry out the call.
2. For best lighting, be sure that your phone camera will not be facing a bright light (i.e. window with sunlight).
3. Limit distractions - ideally, someone else will be watching other children in the house if necessary.
DO NOT CALL WHILE YOU ARE DRIVING. For the safety of all of those involved, we will not continue a video call while you are driving.
4. If your child is an adolescent, please be aware that we may ask to speak with your child alone, so please have a private space available for this (it may be the same room and you are just able to leave the room and close the door).
5. Prepare your child just before the visit: make sure they have used the bathroom if needed and are not hungry. Have something quiet that they can play with during the visit.
6. Know that we strive to offer the same care via a video visit as we do with in-person visits. So, if for some reason we feel that we could not get the information needed from a video visit, you may be asked to schedule an in-person visit.

If you have any additional questions or concerns, please call your child's neurology team for support.