**TELEMEDICINE VIDEO VISIT**

Getting ready for your online visit

**MUST HAVE**
- Smartphone or tablet (recommended)
- PC or Mac Desktop
- Internet connection
- MyChart app
- Zoom Cloud Meetings app
- Camera and microphone

**MUST HAVE APPS**
In the App Store on your phone
SEARCH and GET/INSTALL both apps.

1. **MyChart**
   Once installed, open and start the app.
   Select Hennepin Healthcare when prompted for your clinic. Use your existing user name and password to log in.

2. **ZOOM Cloud Meetings** (This app is for the video visit. You DO NOT need to create a ZOOM account.)

**IMPORTANT FACTS FOR PARENTS**
- If your child is under 12 years old, you are called the proxy. You can log on and do the video visit.
- If your child is 12 - 18 years old, you are not the proxy. You cannot log on and do the video visit. Only the child can.

**YOU’RE READY**
You are now ready for a video visit. We will call you about 15 minutes before your visit to confirm that you are ready.