Patient Video Visit Checklist

The University of Chicago Medicine Comer Children’s Hospital is excited to offer you the option to have a video visit with your child’s health care team.

Read this checklist and go online for a short video to help you get started.
Go to: https://www.uchicagomedicine.org/comer-visits

What You Will Need

☐ Computer, tablet, or smartphone with an internet connection. Have your phone with you in case your healthcare team needs to call you.

☐ You need to download the ExtendedCare Cloud app for your Apple or Android mobile phone to take part in the video visit. You can also use a computer with a web camera. Complete the Self-Test to be sure audio and video are working correctly at least a day before your video visit.

☐ You can share your visit link with a family member so they can join the visit too.

How to Prepare for Video Visits

☐ Click on the link sent to you by email or MyChart message 10 minutes before your appointment.

☐ If you get disconnected, restart the visit by clicking on the same link or wait for your healthcare team to call you.

☐ Have your child’s medication bottles with you, and know which need refills.

Tips for a Great Visit

☐ Prepare your child ahead of time. Have them with you. Make sure they have gone to the bathroom and are not hungry. Have something quiet they can play with during the visit.

☐ Prepare your space. Have good lighting and a find a place that is quiet and private for the whole visit.

☐ Think ahead. Write down your questions and think of what forms you may need completed.

Your Comments are Important to Us

Your comments are very important to us. You may get a survey about your video visit.
You can also call our Patient and Family Insights department at (773) 834-0500 if you have any comments.

If you have questions or problems, call your child’s healthcare team for help.