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.