

## Frequently Asked Questions

# Virtual Visits

### **Q: What is a virtual visit?**

**A:** Practice's new virtual visit service connects you directly to your child's behavioral health clinician through a secure and confidential live-interactive video system. This service allows your child to receive the care he or she needs right from home — or another convenient location. Virtual visits are similar to face-to-face visits — the clinician will review your child's symptoms, answer questions and discuss next steps.

### **Q: Why should I schedule a virtual visit?**

**A:** Virtual visits make it easy to get specialized care. A virtual visit allows you to access care from the comfort of your own home, or any other convenient location, using a mobile device. This helps save you time and travel costs. You can also invite other family members to join virtual visits from another location, making the service especially convenient for busy families.

### **Q: How does a virtual visit differ from a regular visit?**

**A:** A virtual visit is very similar to a regular face-to-face office visit. To begin your visit, you will access a secure video link provided to you. Once in the virtual waiting room, your clinician will be notified and will connect with you through the video system. You'll be able to interact in real time, share diagrams, review any labs or medications, and communicate just as you normally would in a face-to-face visit.

### **Q: What type of technology do I need for a virtual visit?**

**A:** You can have a virtual visit on any mobile smartphone or tablet such as an iPhone, Android or iPad. From your mobile device, download the MyChart app through Google Play or the Apple store. If you do not have a MyChart account, please reference the MyChart Patient User Guide provided by the practice. You will also need to download the Zoom application, is the software that enables the video visit.

### **Q: How do I schedule my virtual visit with my Behavioral Health provider?**

**A:** You can schedule your virtual visit with your BH provider by contacting your preferred practice location:

- Office Phone #
- 
- 413-663-8365

### **Q: If I am 13 or older, will I need my own MyChart account to have my Virtual Visit?**

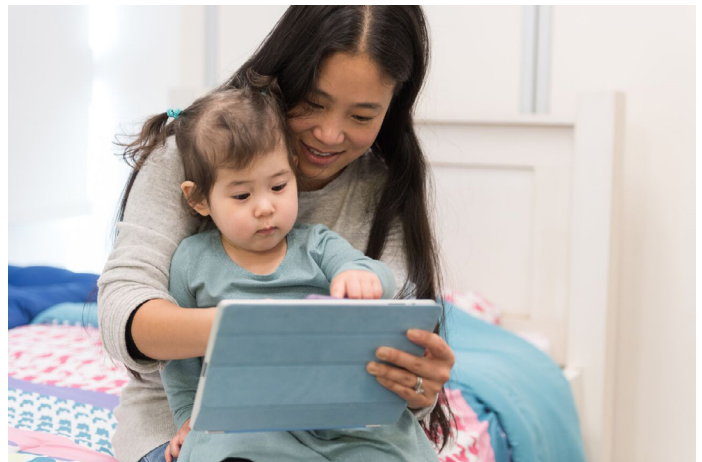
**A:** Children who are 13 years old and older will need to create their own MyChart account in order to manage their Virtual Visit appointments. Parents and guardians will not be able to access your Virtual Visit through their parental proxy MyChart accounts.

### **Q: How do I initiate my Virtual Visit?**

**A:** Please see the Patient User Guide to see instructions on preparing for your visit, and what to do on the day of your virtual visit.

### **Q: What if I have any questions?**

**A:** For support, contact the practice directly.



**Thank you for your interest in scheduling a virtual visit.**