

# steps for a successful virtual visit

Video visits at Dayton Children's provide you and your child a convenient, hassle-free environment to meet with our specialists. We've outlined some things that you can do to ensure your endocrinology or diabetes video visit is a success.

## patient and parent must both be available for the appointment

It's important for both the patient and parent/caregiver to be available for your scheduled video visit. Please find a quiet space for your video visit. Do not start a virtual visit from your car, and avoid joining in a public place if you can. We want to ensure the video visit is a success for you and our team as well.

## download the MyKidsChart and Zoom mobile apps

If you plan to do the virtual visit from your smart phone, make sure you have downloaded the MyKidsChart and Zoom apps. The Zoom app will ask for audio and camera permissions during installation or the first time you open the app. Make sure you grant the permissions it needs.

If you plan to join the virtual visit from your computer, make sure your laptop or PC has a built-in or attached camera and a speaker/microphone.

If you forgot your password or have any problems logging into the MyKidsChart please call our help desk at 877-355-3155.

## obtain blood work prior to your visit

Before your visit you will need updated blood work. Please get your lab work done three days prior to your appointment. You can obtain this by going to any Dayton Children's lab location. If you wish to use a lab outside of Dayton Children's, please have this done five days prior to your visit to ensure your provider receives the information prior to your visit.

## download meter/pump data the day before your diabetes visit

Use the instructions that were given to you when you got your pump/meter to download your data. If you've lost these instructions call the endocrinology clinic at 937-641-3487 to get instructions.