

preparing for a successful video visit

how to set up MyKidsChart and Zoom

MyKidsChart

MyKidsChart gives you secure access to your child's health information online, and is the way you'll access your video visit. Children 14 and older can create their own accounts. Through the MyKidsChart website or app, you can:

- View test results
- Exchange messages with your child's care team
- View and print immunization records
- Request or schedule an appointment with your child's doctor
- Connect to your video visit
- Search and view health information
- Share your child's health information with their primary care provider

MyKidsChart is not intended for emergency situations.

how do I sign up?

1. Go to mykidschart.childrensdayton.org/mychart. Then, click the gray "Sign up now" button on the right side of the page.

dayton children's
MyKidsChart

Communicate with your doctor
Get answers to your medical questions from the comfort of your own home

Access your test results
No more waiting for a phone call or letter - view your results and your doctor's comments within days

Request prescription refills
Send a refill request for any of your refillable medications

Manage your appointments
Schedule your next appointment, or view details of your past and upcoming appointments

MyKidsChart Username
Password

SIGN IN

[Forgot Username?](#) [Forgot Password?](#)

New User?

SIGN UP NOW

Download on the App Store GET IT ON Google Play

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2. Next choose “Online Enrollment”. If you don’t see it on the right of the screen, scroll down and it will be under the “Next” button.

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Please Identify Yourself

Step 1
All fields are required.

MyKidsChart Activation Code
Enter your Activation Code as it appears on your enrollment letter (your code is not case sensitive). You will not need to use this code after you complete the signup process.

XXXXXX - XXXXXX - XXXXXX

Date of Birth
Enter your date of birth in the format shown, using 4 digits for the year.

/ /
mm / dd / yyyy

NEXT

No Activation Code?
ONLINE ENROLLMENT

3. Fill out the form and select “email” or “text” for your activation link to finish creating your account. You must create your account within 24 hours after receiving your activation link. If you already had an activation link but it expired or you can’t find it, please call the MyKidsChart help desk at 1-877-355-3155.

Online Enrollment form

Thank you for your interest in Dayton Children's MyKidsChart, an easy-to-use tool that provides you quick and secure online access to some of your child's health information. To sign up for access to your child's Dayton Children's MyKidsChart record, please complete and submit the following form for approval. Once your request has been received, we will send you an activation link within 3 business days.

If you have not received a code in that time, please call Health Information Management at 937-641-4535. Note that this activation link is valid for 48 hours, and if not used by that time, a new link is required.

Please note there could be a delay with processing your request due to, but not limited to the following reasons:

1. If your child is 18 years or older, you will no longer have access to your child's Dayton Children's MyKidsChart record.
2. If we are unable to verify the requesters identity based on the information provided below.

Parent/Legal Guardian Information:

First Name:

Middle Initial:

Last Name:

DOB:

Address:

City:

State:

download the app



Search “MyChart” on your Apple or Android smart phone app stores.
When you open the app, choose Ohio, then Dayton Children's.

questions or need help with MyKidsChart? Call 1-877-355-3155 or email mykidschart@childrensdayton.org

setting up for a video visit

You can have a video visit on any mobile smartphone or tablet such as an iPhone, Android or iPad. You can also use a laptop or PC that has an internet connection and a built-in or attached camera and a speaker/microphone.

Here are the steps for a great video visit experience:

- Download the MyChart mobile app  (Apple, Google Play).
- Log into your Dayton Children's account. If you forgot your password or need help setting up an account, call our help desk at 877-355-3155.
- Download the Zoom mobile app (Apple, Google Play) on your mobile device.
If you are using your PC, go to zoom.us/download
 - Depending on your mobile device, the app will ask for audio and camera permissions during installation, or the first time you open the app.
 - Make sure you grant the app the permissions it needs.
 - If you're using a PC, you may need to disable your pop-up blocker.
- Test your connection (optional): Once the app is installed, go to zoom.us/test and check your connection. This page is for testing purposes - only you will be connected to the video conference.
- eCheck-in (Available for select appointments. Must check-in up to 7 days before appointment): Check into your appointment in advance to save time. When you check-in, we will confirm your insurance and general information. Here's how you do it:
 1. Log into your MyKidsChart account.
 2. Select your child.
 3. Go to "Appointments."
 4. Choose your upcoming visit and tap\click the "eCheck-in" button.
 5. Follow the instructions on the page.

If you need any help during the check-in process, call the help desk at 1-877-355-3155.

getting ready for a video visit

Here are the top tips to get ready:

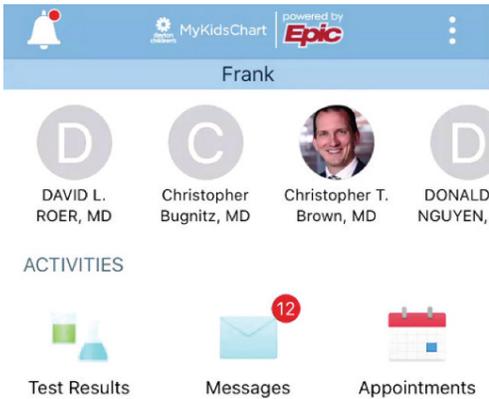
1. Log into MyKidsChart 15 minutes before your appointment time. This is really important so that we can make sure you and your provider are ready to go at your appointment time! If you sign-in earlier than 15 minutes, you will not be able to access your appointment.
2. Find a quiet, comfortable space at home to do the video visit.
3. Make sure whatever device you are using is fully charged.

begin your video appointment

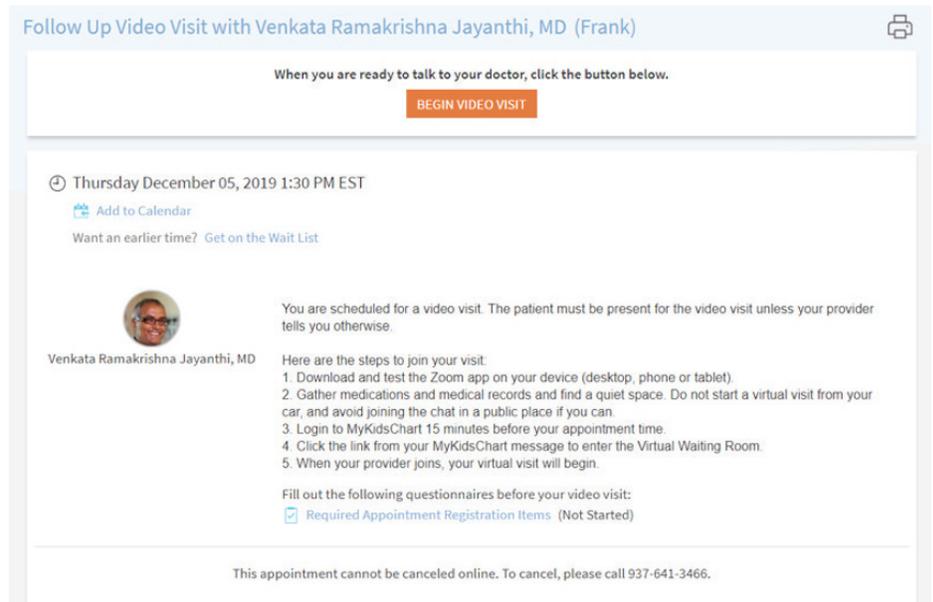
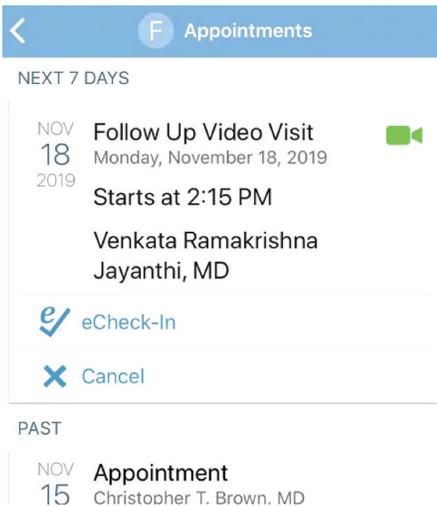
You will receive a reminder notification 48 hours before your appointment. This is a good time to test the Zoom app. On the day of your appointment, please follow these steps:

1. Gather medications and medical records and find a quiet space. Do not start a video visit from your car, and avoid joining the chat in a public place if you can.

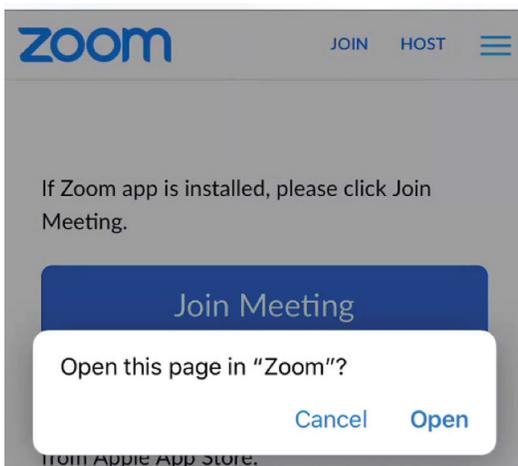
2. Log into MyKidsChart 15 minutes before your appointment time. This is very important.



3. Click “Appointments” from your MyKidsChart account, then click “Begin video visit” to enter the Video Waiting Room.



4. Select “Open” when the Zoom pop-up asks “Open this page in Zoom?” Note: If you are using a computer for your video visit, you will need to turn off your pop-up blocker to launch Zoom.



5. When your provider joins, your virtual visit will begin. Make sure to select “Join with video.”

Zoom Video Visit [Leave](#)

 Waiting for the host to start this meeting

Meeting ID 903-963-404

Time 2:06 PM Eastern Standard Time

Date 2019-11-18

IF YOU ARE THE HOST, SIGN IN TO START
THIS MEETING

[Sign In](#)

after your visit

Your after visit summary will be available on MyKidsChart. On MyKidsChart, you can also message your care team with any questions, schedule appointments, fill prescriptions and more.

for questions or to change your visit

If you need to cancel or reschedule your video visit, please call your clinician’s office.

For technical support, call: 1-877-355-3155 7:00 am – 6:00 pm Monday - Friday

