

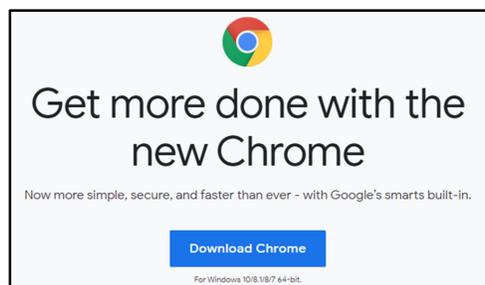
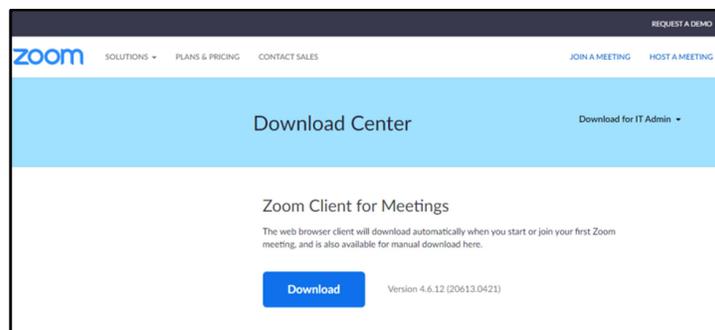
# NAP Virtual Visits Using a Computer

**Essential information** for a successful virtual visit on a computer:

1. You must be using Google Chrome.
2. You will need to disable your pop-up blocker.
3. Download Zoom to your computer prior to the visit.
4. Log in to MyChart by going through the link on the Northampton Area Pediatrics Website (<http://www.napeds.com/>) or by directly using this link: <https://mychart.chppoc.org/nap/>
5. Please remember to log in **one day before your visit** to complete any forms and pre-visit validation. This will limit the number of issues on the day of your appointment. If you have any difficulties, call us at 413-584-8700 and we can help make sure you are ready to go prior to the day of your visit.
6. Log in to your appointment **15 minutes** before the scheduled time.
7. Please review the guided walkthrough below:

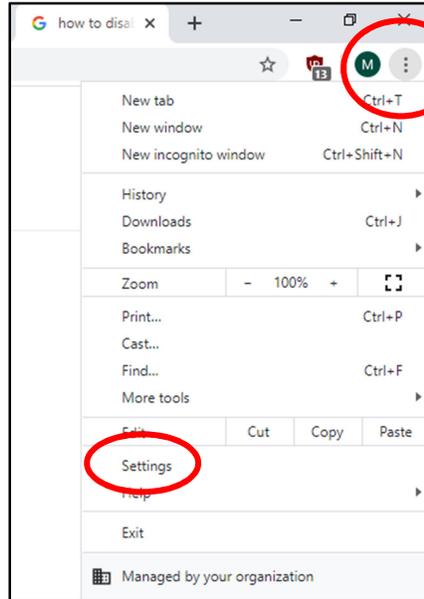
## Step by Step Guide Using a Computer

1. Download Zoom to your computer, no log in or account sign-up is required. Please also note that you will need to be using Google Chrome for your visit.

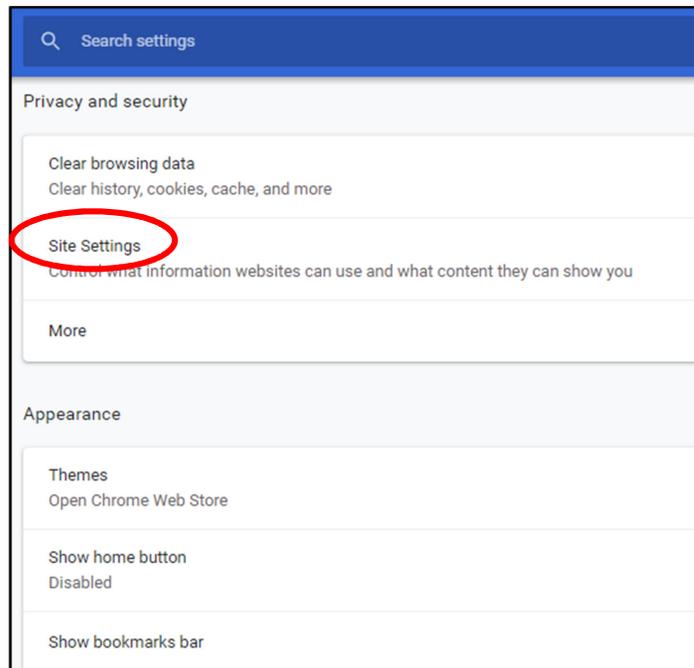
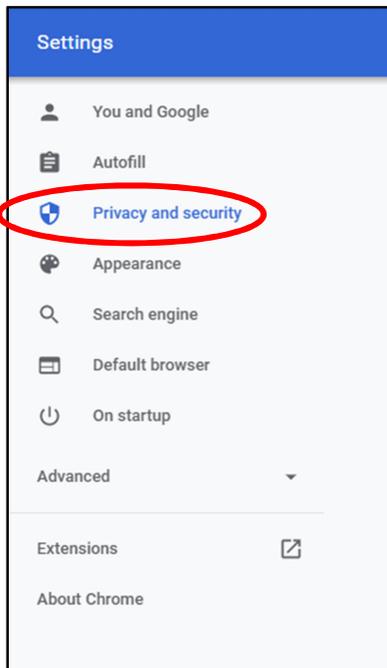


2. You will need to disable your pop-up blocker on Chrome. This allows MyChart to open Zoom and start your virtual visit.

a. Click the three dots in the upper right-hand corner, then click “Settings.”



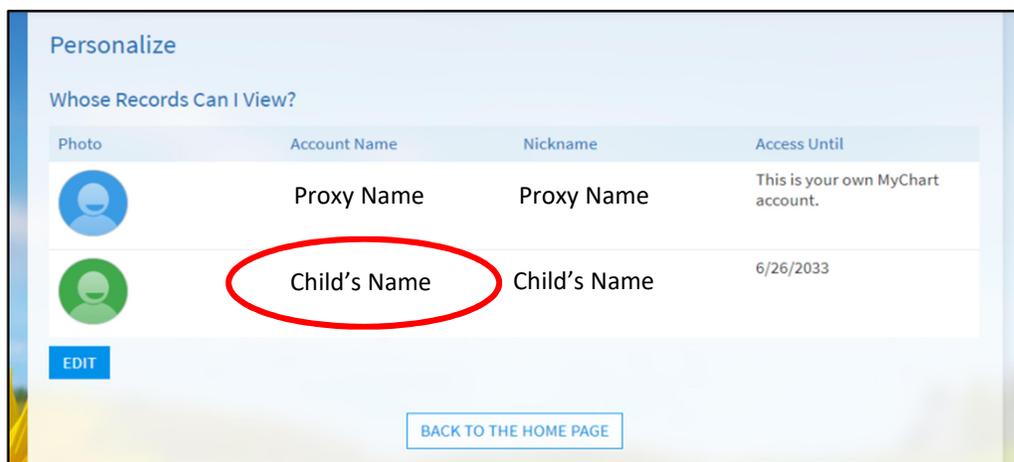
b. Click “Privacy and Security,” then click “Site Settings.”



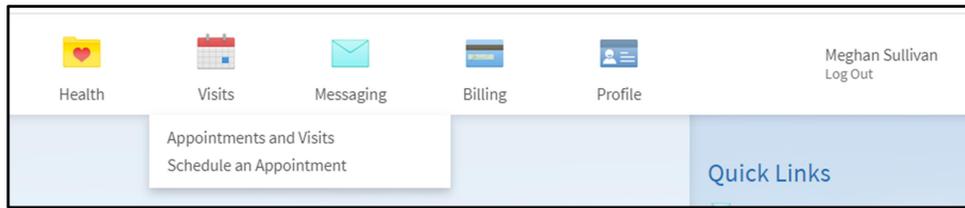
- c. Scroll down and choose the option that says “Pop-Ups and Redirects.” On the following screen, presse the toggle button so that it says “Allowed”.



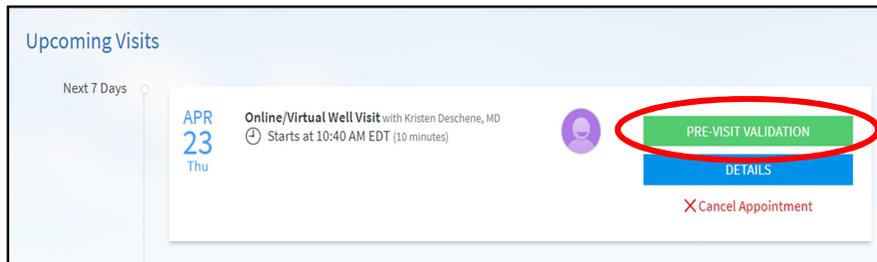
3. **Log in to MyChart one day prior to your visit** to complete Pre-visit Validation and any forms/questionnaires required for your visit. Log in to MyChart by going through the link on the Northampton Area Pediatrics Website (<http://www.naped.com/>) or by directly using this link <https://mychart.chppoc.org/nap/>.
- a. If you are logging in as a parent/proxy, be sure to select the correct child within your account if you have more than one child. If the child is a teen, they must log in to their own MyChart account.



- b. Once you are in the patient's chart, choose "Visits" then select "Appointments and Visits."



- c. Once you click on the Appointments icon, the upcoming appointment appears. Click on "Pre-Visit Validation".

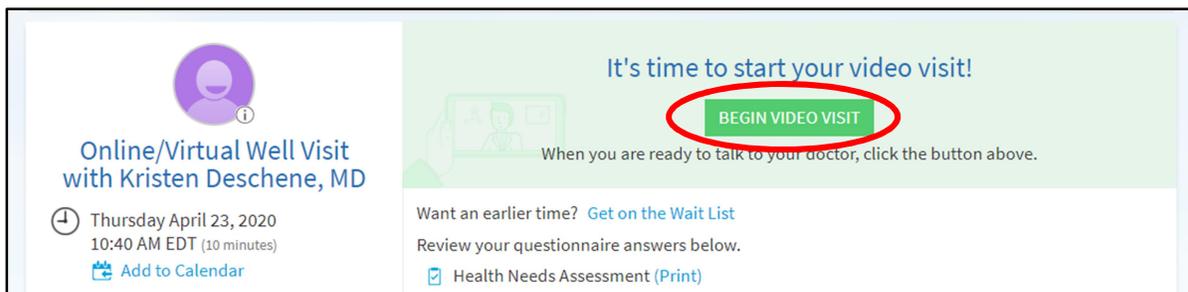


- d. Pre-visit validation asks you to validate demographic information, current medications, preferred pharmacy, and current allergies. You will have the option to "Edit" or confirm that the information listed is correct.
- e. At the bottom of each screen, choose "this information is correct" after reviewing or editing if needed.
- f. Once you have reviewed all of your information, there may be questionnaires to complete depending on the reason for your visit. Please complete and submit all questionnaires.

A screenshot of the 'Pre-Visit Validation' questionnaire for Thomas. The title is 'Pre-Visit Validation (Thomas)'. Below the title is a 'Questionnaires' icon. The main heading is 'Health Needs Assessment'. The text below reads: 'For an upcoming appointment with Kristen Deschene, MD on 4/23/2020'. There is a note: '\* Indicates a required field.' and a paragraph: 'A child's environment can affect their growth and development. The questions below will help your provider to identify and address important issues'. Below this is a disclaimer: 'Any information entered on MyChart may be seen by all parents/guardians with access to this MyChart account. If you are concerned about a family member seeing your responses, please do not fill out this form online and request a paper form in the office.' The first question is '\* What is your relationship to the patient?' with radio button options: Mother, Father, Guardian, Grandparents, Sibling, Self, Other. The second question is '\* In the last 12 months, did you or your family ever eat less than you felt you should because there wasn't enough money for food?' with radio button options: Yes, No.

- g. Once all personal information is verified and questionnaires are submitted, you will be prompted to read and sign the consent to treat via virtual visit document. This is giving permission to complete visits virtually. Once signed, Pre-visit Validation is complete. Click “Submit”. You will be redirected to the appointment page.
- h. If you have any difficulty during this process please contact our office at 413-584-8700 so we can make sure you are all set well ahead of your visit.

4. The day of your visit, log in to MyChart **15 minutes before the appointment**. Navigate to the patient’s chart, then choose “Visits” and select “Appointments and Visits.” Your appointment will appear, and if Pre-visit validation is complete you will be able to click “Begin Visit.” (Please note if you log in more than 15 minutes ahead of your appointment, the button will not appear.)



5. Zoom will automatically open. If you get a pop-up, click “Open Zoom Meetings.” It can take several minutes to become connected with your provider, please be patient and wait up to 10 minutes after your scheduled appointment time before calling the office for assistance.

