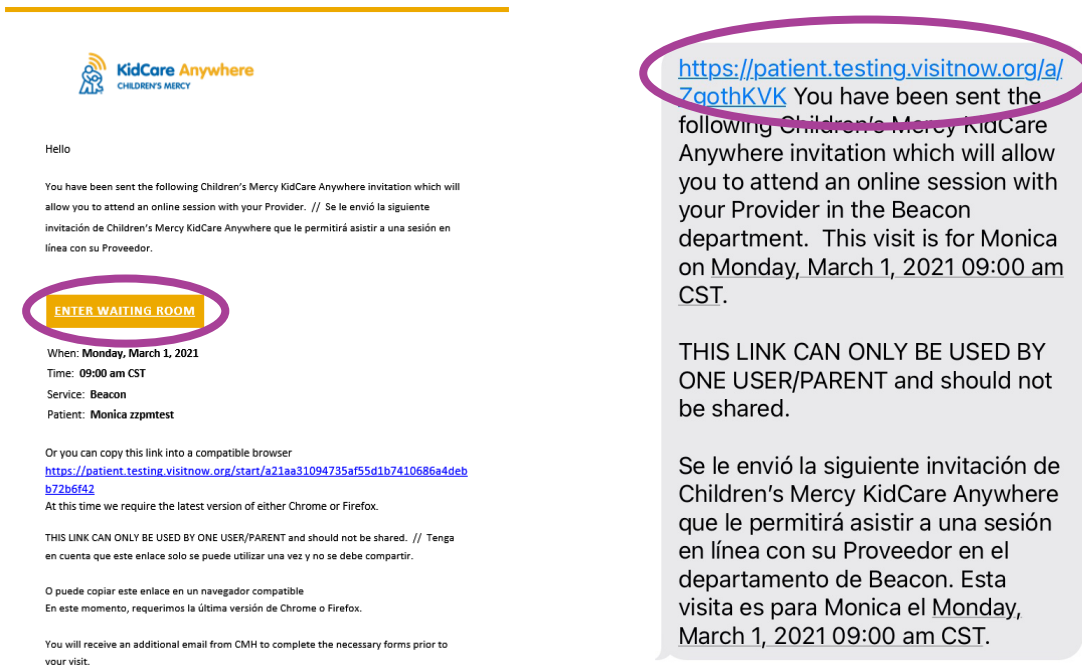


1. 15 minutes before your scheduled telemedicine appointment, click the link sent to you by email or text.
 - This link can only be used by one person to join the appointment. If a second person wants to join on another device, the provider can invite this person once the appointment has started.



The screenshot shows an email from Children's Mercy KidCare Anywhere. The email body includes a greeting, a link to the appointment, and a button labeled "ENTER WAITING ROOM". The link is circled in purple. To the right of the email, there is a text box explaining the link and its usage, also with a purple circle around the link itself.

KidCare Anywhere
CHILDREN'S MERCY

Hello

You have been sent the following Children's Mercy KidCare Anywhere invitation which will allow you to attend an online session with your Provider. // Se le envió la siguiente invitación de Children's Mercy KidCare Anywhere que le permitirá asistir a una sesión en línea con su Proveedor.

ENTER WAITING ROOM

When: Monday, March 1, 2021
Time: 09:00 am CST
Service: Beacon
Patient: Monica zpmtest

Or you can copy this link into a compatible browser
<https://patient.testing.visitnow.org/start/a21aa31094735af55d1b7410686a4deb672b6f42>
At this time we require the latest version of either Chrome or Firefox.

THIS LINK CAN ONLY BE USED BY ONE USER/PARENT and should not be shared. // Tenga en cuenta que este enlace solo se puede utilizar una vez y no se debe compartir.

O puede copiar este enlace en un navegador compatible
En este momento, requerimos la última versión de Chrome o Firefox.

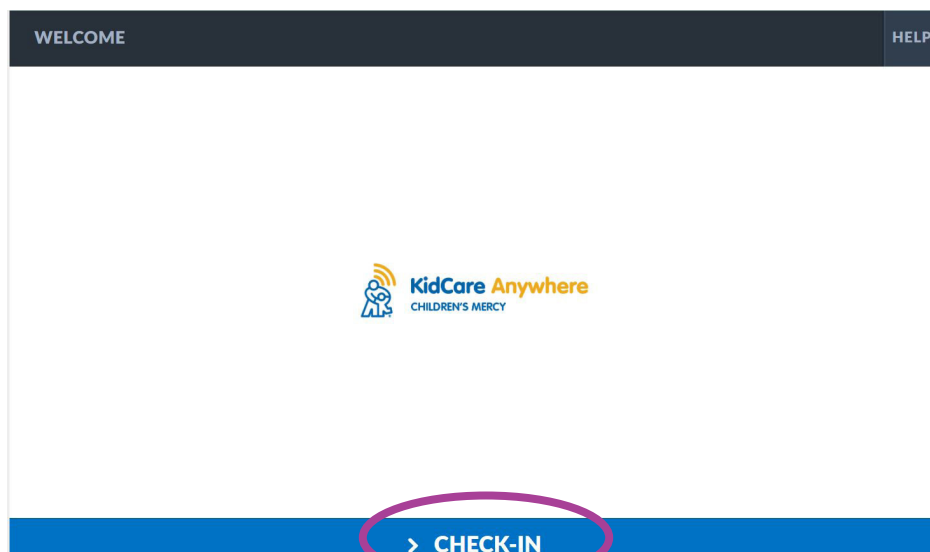
You will receive an additional email from CMH to complete the necessary forms prior to your visit.

<https://patient.testing.visitnow.org/a/7gothKVK> You have been sent the following Children's Mercy KidCare Anywhere invitation which will allow you to attend an online session with your Provider in the Beacon department. This visit is for Monica on Monday, March 1, 2021 09:00 am CST.

THIS LINK CAN ONLY BE USED BY ONE USER/PARENT and should not be shared.

Se le envió la siguiente invitación de Children's Mercy KidCare Anywhere que le permitirá asistir a una sesión en línea con su Proveedor en el departamento de Beacon. Esta visita es para Monica el Monday, March 1, 2021 09:00 am CST.

2. You will be taken to the KidCare Anywhere website to check in to your telemedicine appointment. Click Check-in.



The screenshot shows the KidCare Anywhere website. The top bar has "WELCOME" and "HELP". The main content area has the KidCare Anywhere logo. At the bottom, there is a blue bar with a button labeled "> CHECK-IN".

WELCOME **HELP**

KidCare Anywhere
CHILDREN'S MERCY

> CHECK-IN

If you are using an iPhone or Apple product to connect to your visit, you **MAY** be asked to download the KidCare Anywhere app.

DOWNLOAD APP HELP

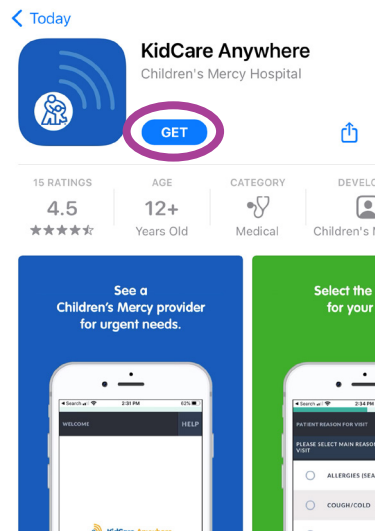
To continue with this device, you are required to download our FREE app from the App Store by tapping the black "App Store" button below. If you have already installed the app, tap "Confirm" below.



Please make sure to return to this page after you have successfully installed our application and continue with the check-in process by tapping "Confirm" below.

> CONFIRM

Click the
Download on the
App Store button



Click GET in the app
store to download
the Children's
Mercy KidCare
Anywhere app

DOWNLOAD APP HELP

To continue with this device, you are required to download our FREE app from the App Store by tapping the black "App Store" button below. If you have already installed the app, tap "Confirm" below.



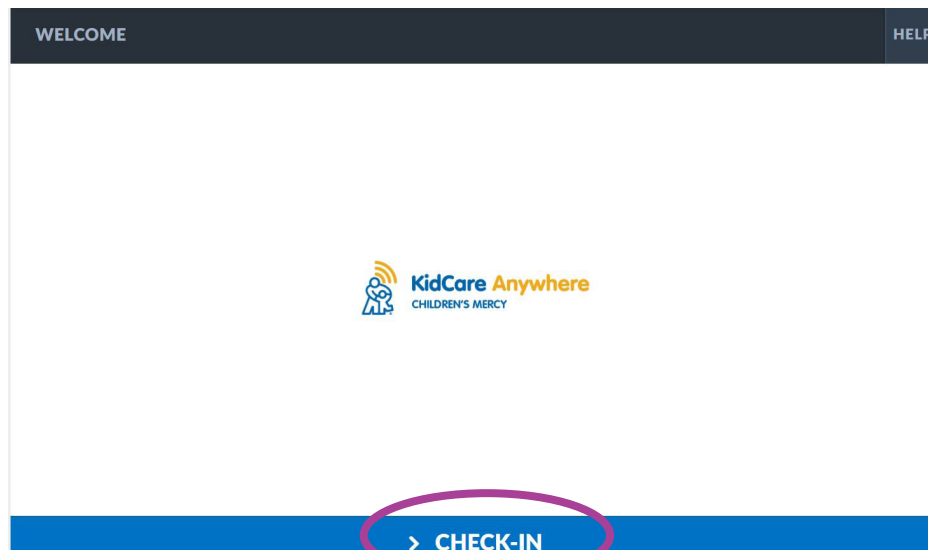
Please make sure to return to this page after you have successfully installed our application and continue with the check-in process by tapping "Confirm" below.

> CONFIRM

After the app is downloaded,
go back to your text or email
and click the appointment link.

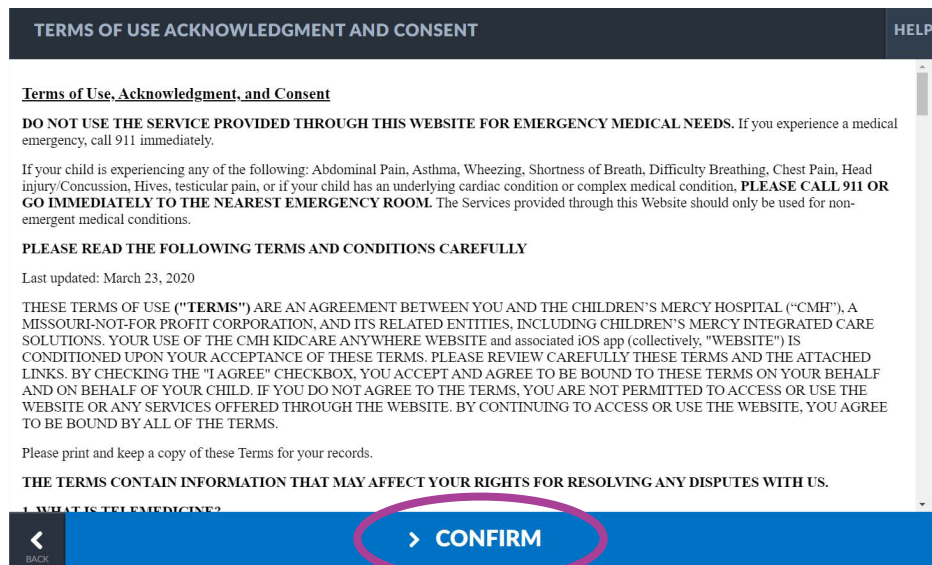
This screen will open again.
This time click Confirm.

- This will take you to the check in page. Click Check-In



3. Follow the prompts to enter information.

4. After you enter your child's information, you will be asked to accept the terms of use. Click Confirm.



TERMS OF USE ACKNOWLEDGMENT AND CONSENT HELP

Terms of Use, Acknowledgment, and Consent

DO NOT USE THE SERVICE PROVIDED THROUGH THIS WEBSITE FOR EMERGENCY MEDICAL NEEDS. If you experience a medical emergency, call 911 immediately.

If your child is experiencing any of the following: Abdominal Pain, Asthma, Wheezing, Shortness of Breath, Difficulty Breathing, Chest Pain, Head injury/Concussion, Hives, testicular pain, or if your child has an underlying cardiac condition or complex medical condition, **PLEASE CALL 911 OR GO IMMEDIATELY TO THE NEAREST EMERGENCY ROOM.** The Services provided through this Website should only be used for non-emergent medical conditions.

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS CAREFULLY

Last updated: March 23, 2020

THESE TERMS OF USE ("TERMS") ARE AN AGREEMENT BETWEEN YOU AND THE CHILDREN'S MERCY HOSPITAL ("CMH"), A MISSOURI-NOT-FOR-PROFIT CORPORATION, AND ITS RELATED ENTITIES, INCLUDING CHILDREN'S MERCY INTEGRATED CARE SOLUTIONS. YOUR USE OF THE CMH KIDCARE ANYWHERE WEBSITE and associated iOS app (collectively, "WEBSITE") IS CONDITIONED UPON YOUR ACCEPTANCE OF THESE TERMS. PLEASE REVIEW CAREFULLY THESE TERMS AND THE ATTACHED LINKS. BY CHECKING THE "I AGREE" CHECKBOX, YOU ACCEPT AND AGREE TO BE BOUND TO THESE TERMS ON YOUR BEHALF AND ON BEHALF OF YOUR CHILD. IF YOU DO NOT AGREE TO THE TERMS, YOU ARE NOT PERMITTED TO ACCESS OR USE THE WEBSITE OR ANY SERVICES OFFERED THROUGH THE WEBSITE. BY CONTINUING TO ACCESS OR USE THE WEBSITE, YOU AGREE TO BE BOUND BY ALL OF THE TERMS.

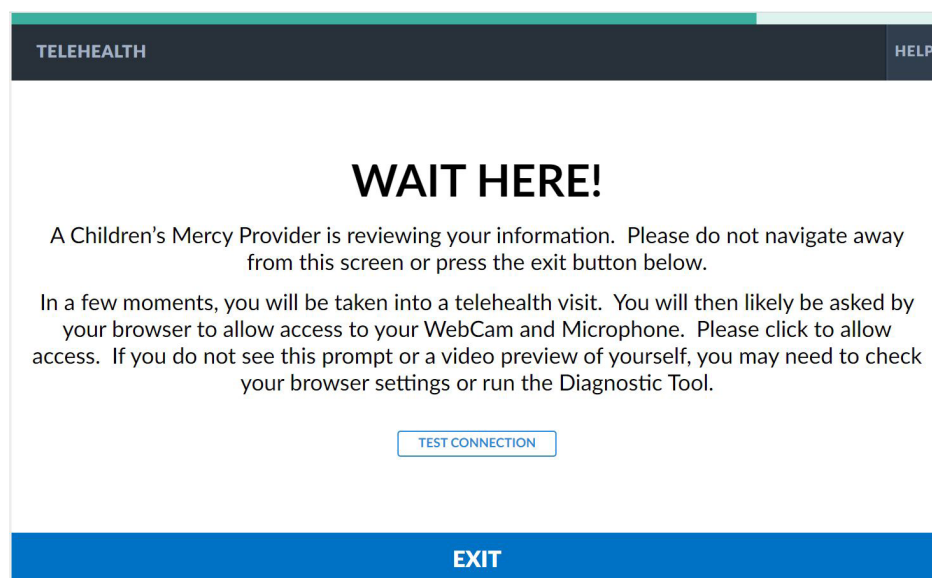
Please print and keep a copy of these Terms for your records.

THE TERMS CONTAIN INFORMATION THAT MAY AFFECT YOUR RIGHTS FOR RESOLVING ANY DISPUTES WITH US.

1. WHAT IS TELEMEDICINE?

< BACK > CONFIRM

5. You will be placed in a virtual waiting room. The provider will join virtually at the time of your telemedicine visit.



TELEHEALTH HELP

WAIT HERE!

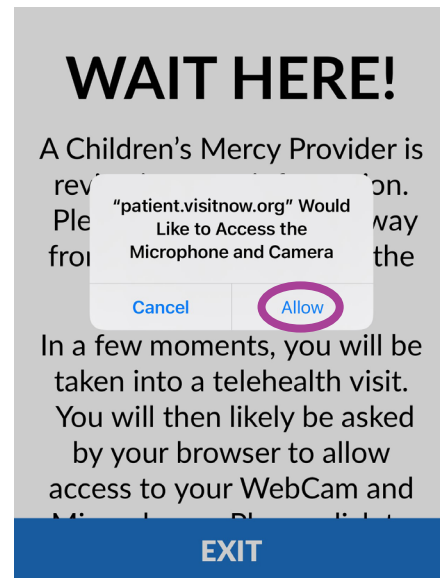
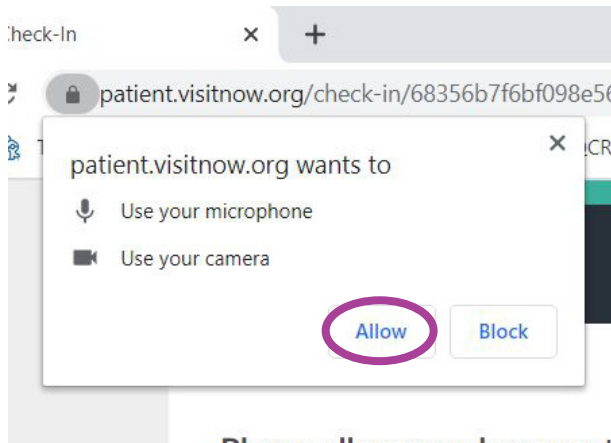
A Children's Mercy Provider is reviewing your information. Please do not navigate away from this screen or press the exit button below.

In a few moments, you will be taken into a telehealth visit. You will then likely be asked by your browser to allow access to your WebCam and Microphone. Please click to allow access. If you do not see this prompt or a video preview of yourself, you may need to check your browser settings or run the Diagnostic Tool.

[TEST CONNECTION](#)

EXIT

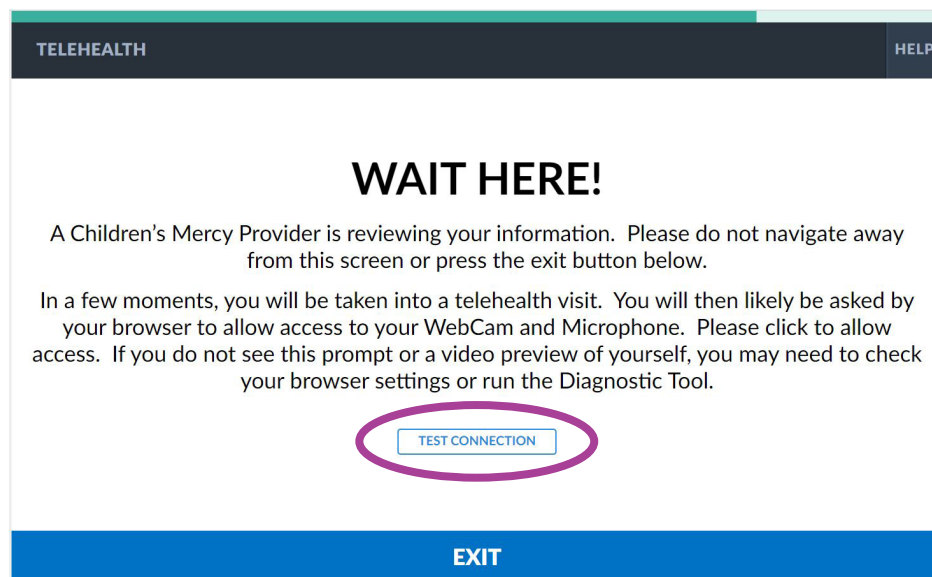
6. If a pop-up appears and asks to use your camera and microphone, click **Allow**.



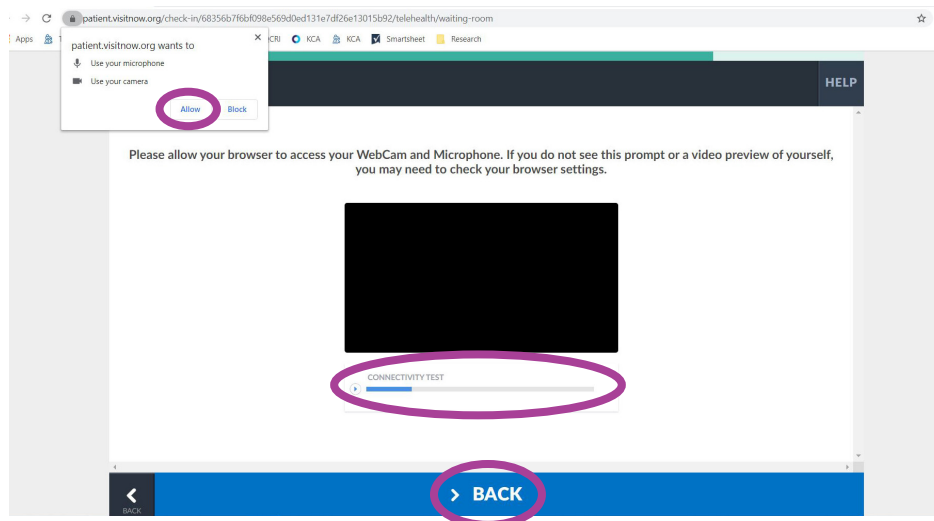
TESTING YOUR CONNECTION

To have the best experience with your telemedicine visit, please check that you have a strong internet, WiFi or cellular connection wherever you are when you connect to your virtual appointment.

1. You can test your connection, camera and microphone by clicking **Test Connection** while you are in the virtual waiting room.



2. Click Allow to use your device's microphone and camera. This lets your provider see and hear you during your telemedicine appointment.
- The connectivity test will test your connection to KidCare Anywhere.



3. Click Back when you are done testing your connection, camera and microphone.

IN-CALL INSTRUCTIONS

- This is what your screen looks like when your telemedicine appointment has started and the provider is connected.



- Make sure your camera and microphone are turned on. Click the icon to turn them off and on.

◇ This is what the icons look like when they are turned on.



◇ This is what the icons look like when they are turned off.

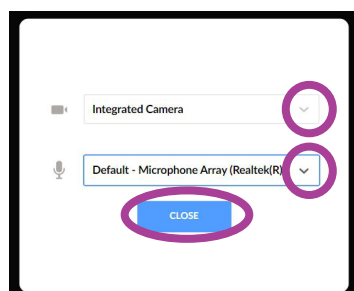


- If your microphone and camera are turned on but are not working, try switching to another camera or microphone.

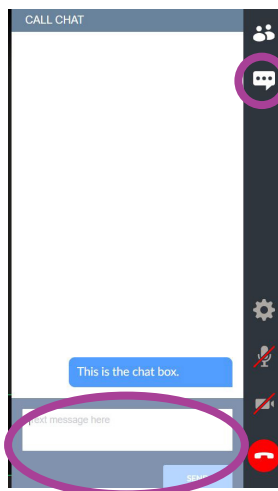
1. Click the Settings icon.



2. In Settings, click the down arrows to open the menu and select another camera or microphone. Click Close when you are done.



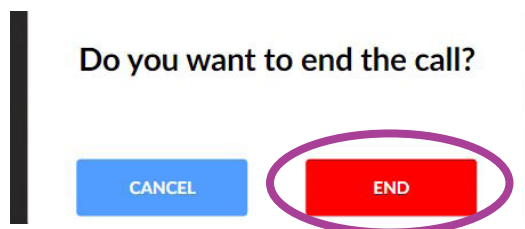
- To send a message to the provider using the chat during your appointment, click the Chat icon to open the chat. Type your message and click Send.



- To end the appointment, click the End Call icon.



- Click end.



- If you end the call before you are finished, you can click the link from your email or text and check-in again. This will give you the option to re-connect within 5 minutes of disconnecting.