

## Virtual Care for Kids

# Frequently asked questions (FAQs)



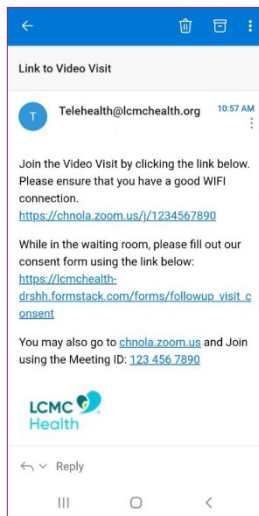
**Children's Hospital**  
New Orleans  
LCMC Health

**Tech Support  
Help Line:  
504.837.7760**

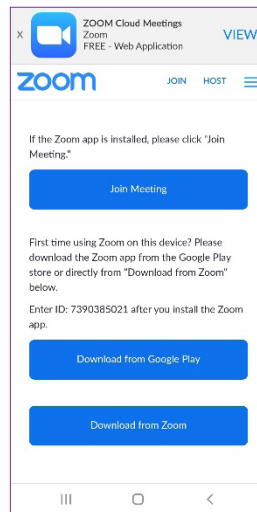
## How does Virtual Care work?

Whether you called our virtual care hotline at 504.837.7760 or were scheduled in advance for your visit, you should have received an email containing a link to your video.

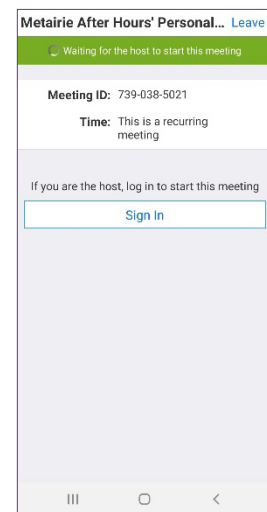
## At the time of your appointment:



1 Click the video link



2 Download Zoom



3 Enter the waiting room

## Setting Up ZOOM

ZOOM is compatible on all devices: Windows, Apple, and Android.

### On desktop & mobile:

Download the ZOOM Cloud Meetings App from the App Store

Following the link will download the Zoom Desktop App on your computer. You may also go to [chnola.zoom.us](https://chnola.zoom.us) and join the video with your 10-digit Meeting ID

## What if I'm not in Louisiana?

All patients must be physically located in Louisiana if conducting a virtual care visit. Exceptions are made based on state and provider licensure, so please notify the provider's office if you will not be in LA at the time of your appointment.

## How much does a video virtual care cost?

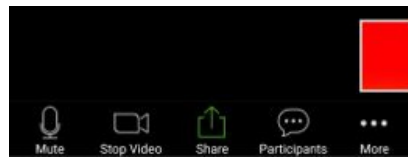
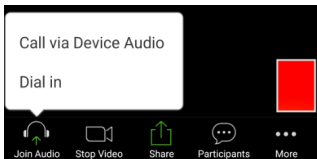
Virtual care visits are covered by Medicaid and private insurance. Please contact your insurance company for details.

## What do I do if I haven't received the email invite?

Call your provider's office or our Help Line at 504.962.6380

## Audio/video troubleshooting

Be sure you have joined the Audio. Tap your screen and select to Join Audio via Device Audio



If you are joined to the audio, be sure to unmute yourself.

