



# New Epic Video Client for PSV Telemedicine Visits

Effective **February 13, 2025**, Pediatric Specialists of Virginia (PSV) will use Epic Video Client (EVC) for **all telemedicine appointments**. Zoom will no longer be used for virtual visits.

## What You Need to Know

- **Effective Date:** February 13, 2025
- **New Telemedicine Platform:** All virtual visits with PSV providers will take place via EVC.
- **Familiar System:** If your child has had virtual visits with Inova Children's, you may already be familiar with EVC, as they have been using this system since 2024.

## What is Changing?

- **No More Zoom Links:** Zoom will no longer be used for any PSV virtual visits.
- **Access Through MyChart:**
  - Video visit links will be available in MyChart before your appointment.
  - Patients without MyChart accounts will receive a link via email at least 2 hours before the appointment.
  - Ensure PSV has your current email address and phone number on file.

## Prepare for Your Appointment

### 1. Sign Up for MyChart

- Sign in to MyChart or create an account to access your appointment link and manage your care online.

### 2. Two-Factor Authentication

- Starting February 11, 2025, MyChart will require two-factor authentication for login. You can choose to receive a verification code via text message or email. To avoid delays on the day of your appointment, be sure to enable this feature after signing up.

### 3. Complete Pre-Visit Paperwork

- Use eCheck-In on MyChart to fill out forms, including the required telemedicine consent form.
- Pre-visit paperwork is available starting 2 weeks before your appointment and closes 48 hours prior to the visit.

### 4. Telemedicine Consent Form

- Required for all telemedicine appointments. If you don't have MyChart, submit your form online by scanning the QR code on this page.
- Consent is only needed once per provider but must be on file before your visit.



## Additional Information

- **Interpreter Services:** Certified interpreters will continue to be available for telemedicine appointments via EVC. PSV will arrange this service for you.
- **Questions? Contact Us:** Call 703.876.2788 for assistance.