Pediatric Specialists of Virginia

Children's National. INOVA

Guide to Using Epic Video Client (EVC) for PSV Telemedicine

Pediatric Specialists of Virginia (PSV) now conducts all telemedicine visits using Epic Video Client (EVC), replacing Zoom as our video platform. EVC offers a secure, integrated experience within our electronic health record system, ensuring seamless communication between you and your provider. This guide will walk you through the steps to access and navigate your video visit, from preparing your device and logging in to troubleshooting common issues. Each step includes detailed instructions and screenshots to help you confidently connect with your provider. By following this guide, you can ensure a smooth and successful telemedicine appointment.

Preparing for Your Telemedicine Visit
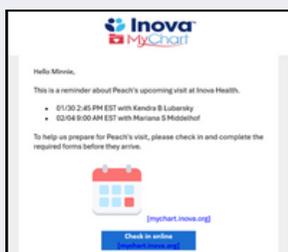
eCheck-in Reminder Email
Before your appointment, you'll receive an email prompting you to complete eCheck-in. This step ensures your provider has the most up-to-date information and allows for a smooth check-in process. eCheck-in emails will only be sent if you are active on MyChart. If you are not yet active on MyChart, **create your account today**.

Appointment is About to Start Email
As your visit approaches, you'll receive an email with a link to join. Be sure to check your spam or junk folder if you don't see it in your inbox.
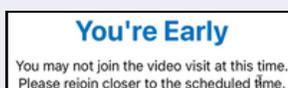
Joining Time Restriction
You can only join your video visit within 15 minutes of your scheduled appointment. If you attempt to join earlier using a direct link, an error message will appear.
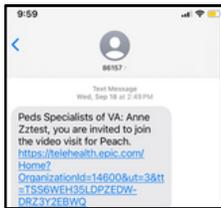
Accessing Your Video Visit

Link Views: You can access the visit link via the platforms below. Each link is for one person. Additional participants need their own link. Parents with MyChart proxy access can find their link in MyChart. To request a link, call PSV at **703.876.2788**.

MyChart
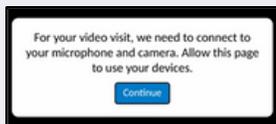Log in to MyChart and navigate to your appointment.

Text Message
If requested/if not active on MyChart, a link will be sent via SMS.

Email
Click the link in your appointment reminder email.
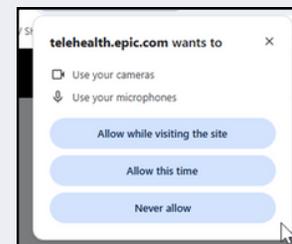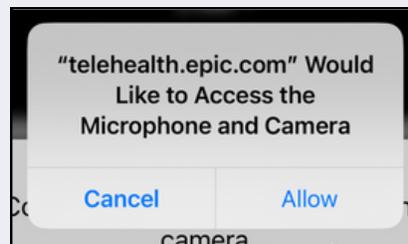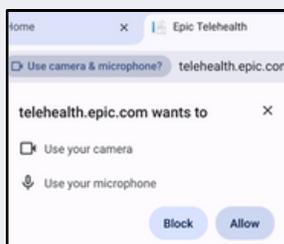
Starting Your Telemedicine Visit

Joining the Call
- Upon clicking the link, a pop-up will appear to confirm your connection.
- Click "Continue" to proceed.

Allowing Camera & Microphone Access
- A prompt will ask you to allow access to your camera and microphone.
- Select "Allow"—this step may look different depending on your web browser or device used to connect.

Checking Device Connection
- The system will test your camera and microphone before joining.
- Green checkmarks indicate that both are working properly.

Setting Your Display Name (Optional)
You may enter your name and click "Join Call" to enter the visit.
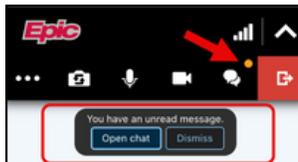
What to Expect During the Call

Waiting for Your Provider
If you join before your provider, a waiting screen will appear. The provider will connect shortly.

Leaving the Call
If you select "Leave Call", a confirmation box will appear to prevent accidental disconnection.

Chat Features
- PSV staff or providers may send a chat message to notify you of a potential delay. A pop-up will appear when you join if there's an unread message.
- All participants can view the chat throughout the visit.
- Chat messages are not saved and cannot be retrieved after the visit ends.
- The chat feature supports text only—pictures and files cannot be shared.
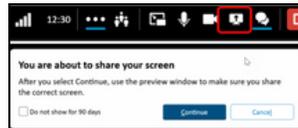
Screen Sharing
- Available for patients and providers using a computer.
- Can be used to share documents, videos, and other relevant materials.
- You can choose which browser tab, window, or screen to share.

Using a Mobile Device *(Screen sharing not available)*
- Opening the chat window fills most of the screen—tap the chat bubble again to close it after reviewing messages. An orange dot indicates an unread chat. A blue bar indicates an open chat window.
- You can easily switch between front and back cameras, similar to FaceTime on an iPhone.
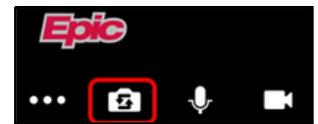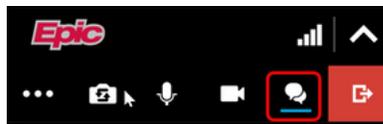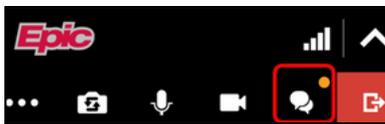
Troubleshooting Audio or Video Issues
- Click the three dots in the top menu and select "Devices" to adjust your settings.
- If multiple cameras or microphones are available, click the small arrow next to the preferred device.
- For a productive video visit, audio and video must be enabled and functional throughout. If audio is not working, use the chat feature to inform your provider and consider switching to a phone for audio. If persistent video issues cannot be resolved, your provider will need to reschedule the visit.