



Children's Specialized Hospital Check-in From Home Program FAQs

Q: How does *Check-in From Home* work?

A: You will receive an email and text the Friday prior for your next week's upcoming appointments containing a registration link. Clicking on the link will allow you to check-in for your appointments (five at a time) until they are all checked in. If you have not completed the check-in, you will receive an email and text the night before reminding you to check-in for your appointment.

Q: What will the *Check-in From Home* process look like?

A: The check-in process will have a similar look and feel as our existing tablet/kiosk registration screens our families are familiar to seeing.

Q: What is the process when I have checked-in online and arrive onsite?

A: You will still stop at the registration desk and let the registrar know you have arrived. The registrar will ask if you have checked-in from home and will then finish your registration and direct you to proceed to your appointment.

Q: Will new patients and families have the ability to utilize *Check-in From Home*?

A: Yes, new patients and families will receive an email to check-in from home. For new families, the check-in from home feature will be the same as if they were checking in onsite utilizing the tablet registration. They will have access to sign appropriate paperwork and instructions to submit their photo ID and insurance cards.

Q: Is the *Check-in From Home* process accessible from my mobile phone?

A: Yes, check-in from home has been created to accommodate mobile phones. You can also use any other devices such as a tablet or laptop to complete check-in.

Q: Can I make copayments through the *Check-in From Home* process?

A: Yes, just like our onsite tablet registration, your copayment responsibilities will be reflected along with insurance deductibles. You will be able to make your coinsurance/deductible payments during the check-in from home registration.



Q: What if I prefer to be billed instead of making my co-payment through the *Check-in From Home* process?

A: As with onsite registration, you can zero out (\$0) any balance due during the check-in from home registration process and that will generate a paper bill statement to be mailed.

Q: How will I know if my *Check-in From Home* registration has been completed?

A: You will receive an email and text confirmation along with copies of any forms after the check-in is complete.

Q: What if I have more than five appointments in one week?

A: If you have more than five appointments in one week, the system will allow you to check-in to the first five appointments; once those are completed, you will click on the link on the registration completion page to continue checking in for your remaining appointments. If you choose not to check-in for the rest of your appointments, you will receive a notification the night before the scheduled appointment reminding you to check-in.

Q: What if I have multiple appointments, but I need to cancel one of them?

A: You should only check-in for the appointments you know you will be attending. To cancel an appointment, you will continue to contact the scheduling department at 888-244-5373.

Q: What if my schedule changes and I can attend all of my child's appointments after I have already cancelled one?

A: If you have cancelled an appointment in error, or if your schedule has changed and you can now attend the appointment, please call the scheduling department at 888-244-5373. If you have not cancelled any appointment with the scheduling department then you will continue to receive an email for the outstanding appointments you have not checked into until you either check-in or cancel the appointment.

Q: Can I cancel an appointment with the link?

A: No, you will need to contact the scheduling department to cancel your appointment at 888-244-5373.



Q: What if I check in for an appointment but then realize I am unable to attend it or I forget about it and miss the appointment(s)?

A: If you check-in for an appointment and realize you are unable to attend it, you should call the scheduling department to cancel your appointment at 888-244-5373. If you forget to attend your appointment without cancelling, it will be documented as a no-show.

Q: Will families receive separate emails if they have more than one child coming for appointments? Will the child's name be on the email?

A: Each child with appointments will receive an individual email and text with a check-in link. The patient's first name will be listed and the check-in link is tied to that patient, it cannot be used for anyone else.

Q: What if I need to reschedule an appointment I am prompted to check-in to?

A: If you need to reschedule an appointment that you are prompted to check-in to, you can unselect that appointment and complete any other appointment check-ins. To reschedule an appointment, please call the scheduling department at 888-244-5373.

Q: Do I need to use *Check-in From Home*? What happens if I don't?

A: For onsite appointments, tablet registration and registration via our registrars is still available. For telehealth appointments, online check-in through the *Check-in From Home* process is strongly recommended.

Q: What if I am having trouble with the *Check-in From Home* process?

A: A dedicated phone line has been created to assist and support *Check-in From Home* patients and families. For assistance, please call 908-752-4599.