

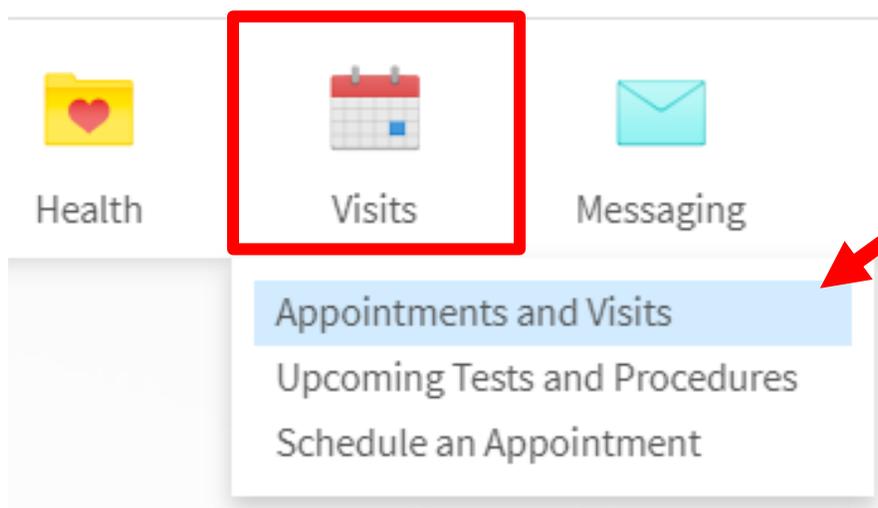
Video Visits with a Computer

Patient Guide to Zoom Video Visits

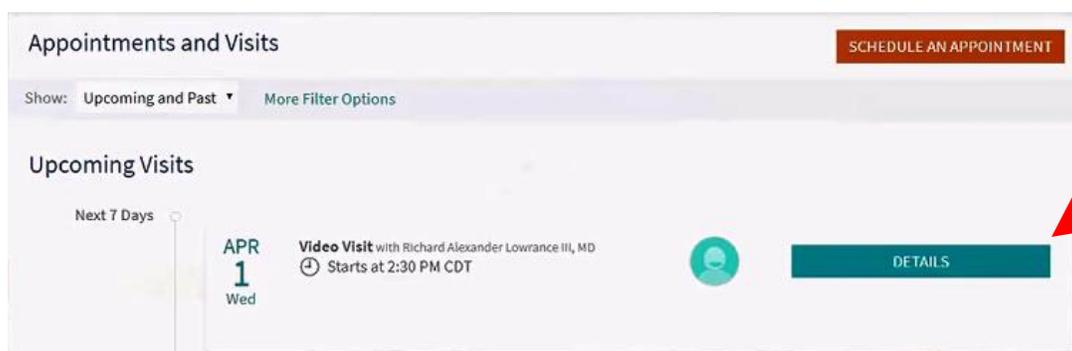
This guide intends to assist patients with completing their upcoming video visits when using a desktop or laptop computer.

Accessing Your Video Visit

1. Using your computer, login to your MyChart account at mychart.ssmhc.com.
2. Select the **Visits** calendar icon at the top of your screen and select “Appointments and Visits” from the drop-down list.



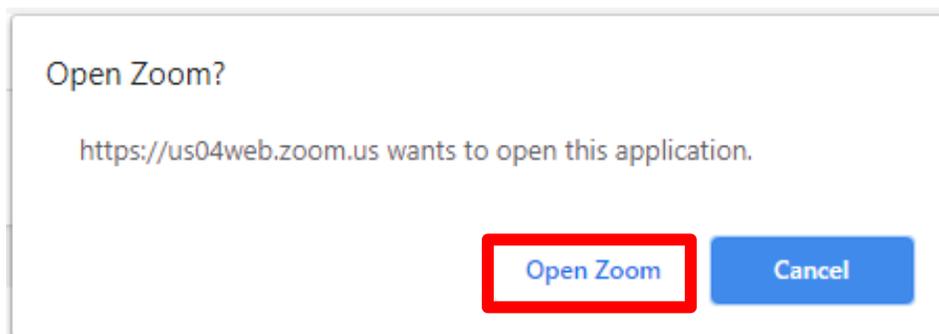
3. Click on the “Details” button and review the information listed in the “Upcoming Visits” section.



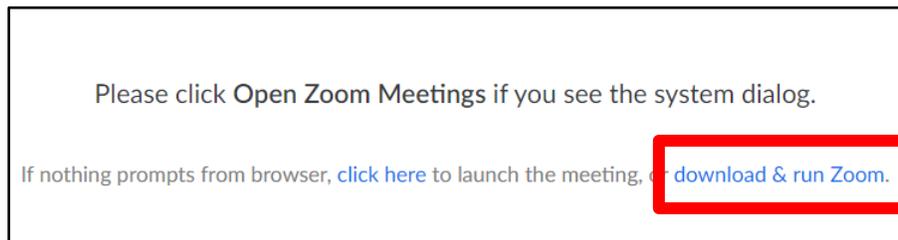
4. Many clinics will give you a regular phone call before your provider starts the video visit. Be sure to have the following information:
 - a. Medication list
 - b. Any measurements you may take at home (weight, blood pressure, pulse ox, blood glucose)
 - c. Insurance cards
5. To start the visit, click “Begin Video Visit.” You can join the visit up to 30 minutes prior to your scheduled time.



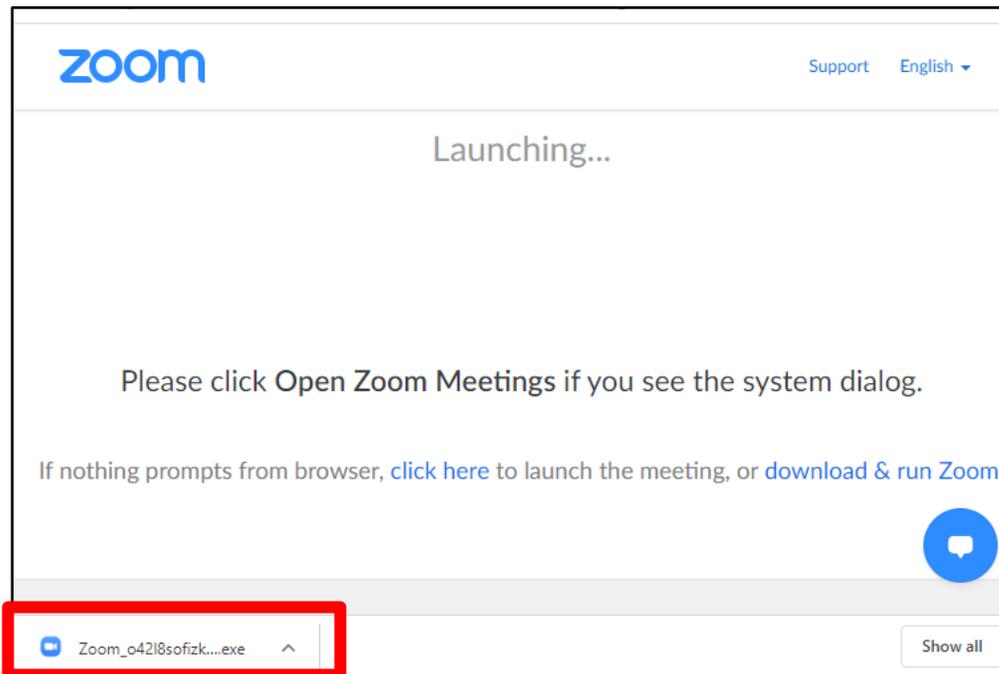
6. You will see a pop up alerting you to “Please wait for the host to start this meeting” until the physician or provider starts the visit.
 - a. If you have pop-ups blocked, please refer to the “How to Turn Off Pop-Up Blocker” section at the end of this document.
7. If you already have Zoom installed on your computer, then you will see this box. Click “Open Zoom” and continue to Step 10.



8. If you do not have Zoom installed on your device, the box below will pop-up after selecting “Begin Visit.” Click “download & run Zoom” to install the required application.



9. Next, open the file found at the bottom left of your screen to run the Zoom application.

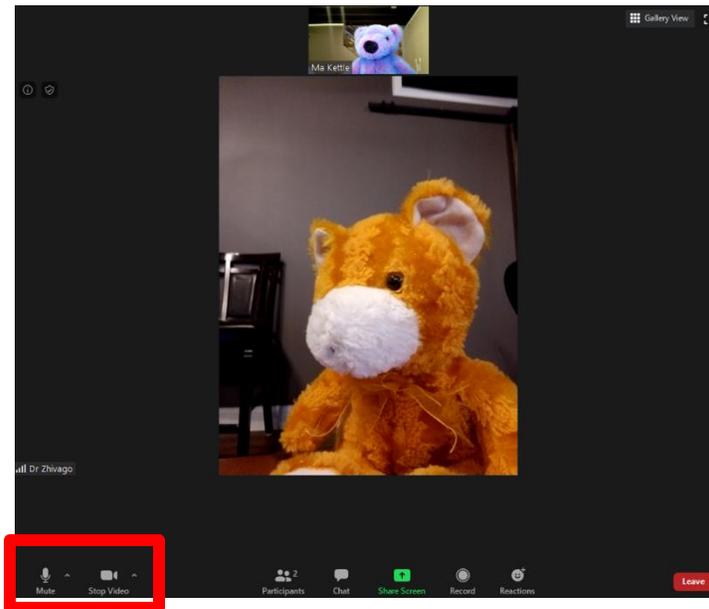


10. You will see a pop-up alerting you to “Please wait for the host to start this meeting” until the physician or provider starts the visit.

11. Once the physician or provider starts the video, you will receive a pop-up and will need to Select join with computer audio

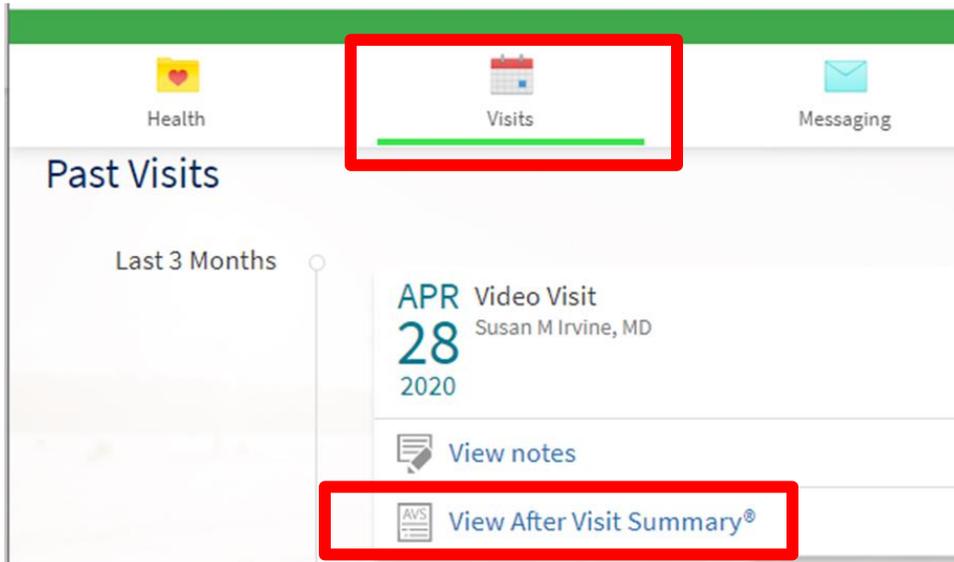


12. Move your mouse to make buttons appear at the bottom of the screen. At any time during the visit, you can click on the “Mute” and “Stop Video” buttons to turn these functions off. Simply click on the buttons again to turn them back on.



13. To end the meeting, click the red “Leave” button in the bottom right corner.

14. After the visit is completed, you can see any instructions your provider has given you in the “After Visits Summary.” In MyChart, click on **Visits** and find your **Past Visits**. Locate the visit and click “View After Visit Summary.”



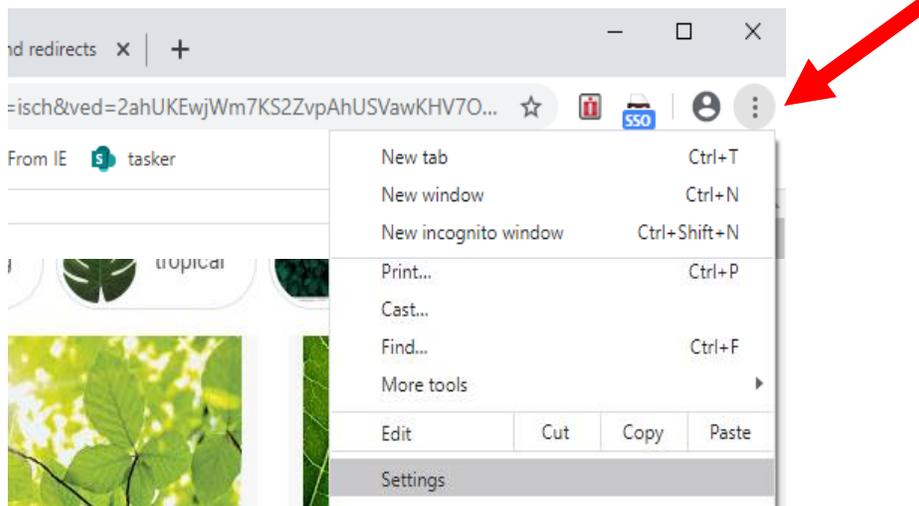
How to Turn off Pop-Up Blocker for a Specific Browser

Please follow the instructions below depending on which browser you will use to connect to video visits.

Google Chrome

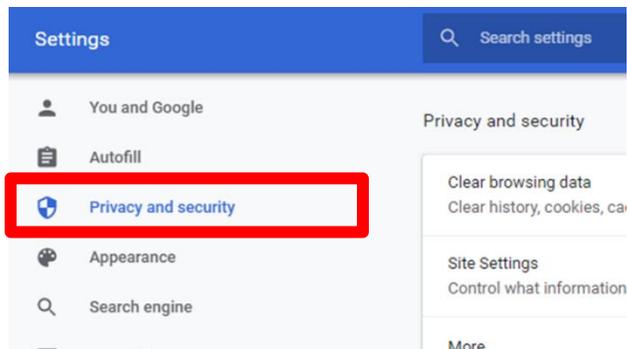


1. On your computer, open Chrome.
2. At the top right corner, click the **Customize** icon.



3. Select **Settings**.

4. On the left-hand side, open **Privacy and security**.

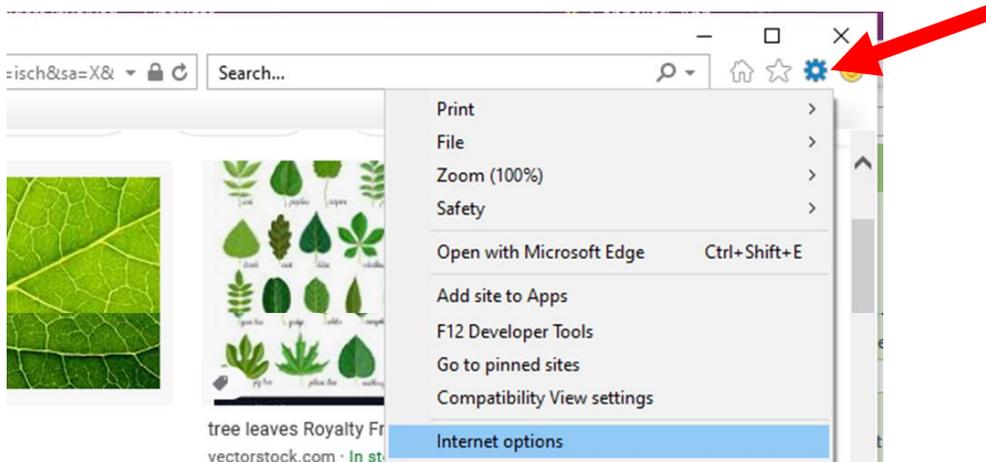


5. Select **Site** settings.
6. Select **Pop-ups and redirects**.
7. At the top, turn the setting to **Allowed**.

Internet Explorer

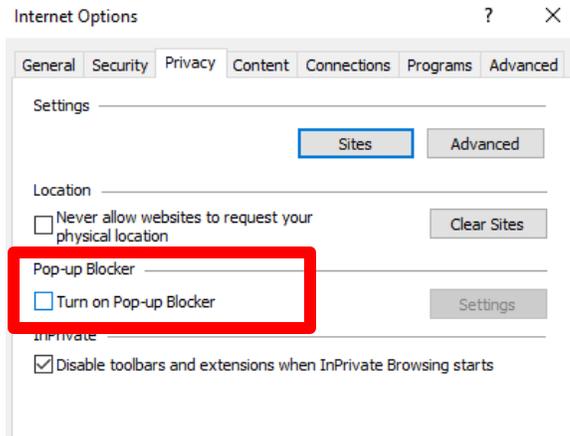


1. On your computer, open Internet Explorer.
2. At the top right corner, click the **Tools** which icon, looks like a gear 



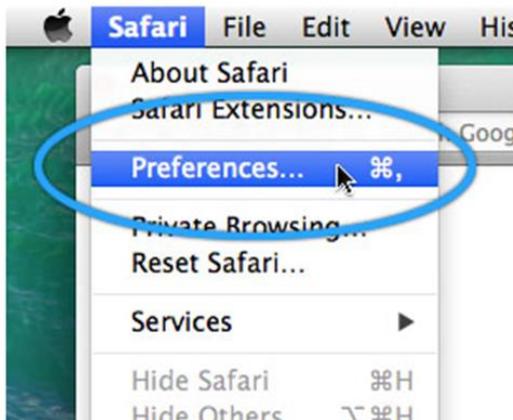
3. Select **Internet options**.
4. Select the **Privacy** tab along the top.

5. Within the Privacy tab, uncheck the box next to **turn on pop up blocker**.

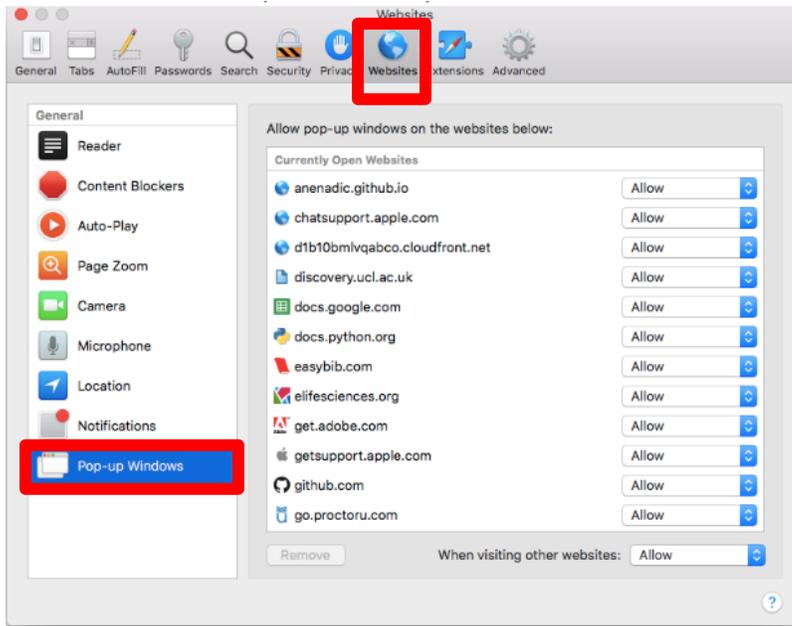


Safari (Mac Computers)

1. On your computer, open Safari. 
2. Select the Safari menu and click on **preferences**.



3. Select **Websites** at the top and click on **Pop-Up Windows** on the left-hand side.



4. At the bottom right, you will see a selection for **When visiting other websites**, click **Allow**.

