

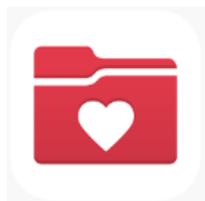
Video Visits with a Phone or Tablet

Patient Guide to Zoom Video Visits

This guide intends to assist patients with completing their upcoming video visits when using a phone or tablet.

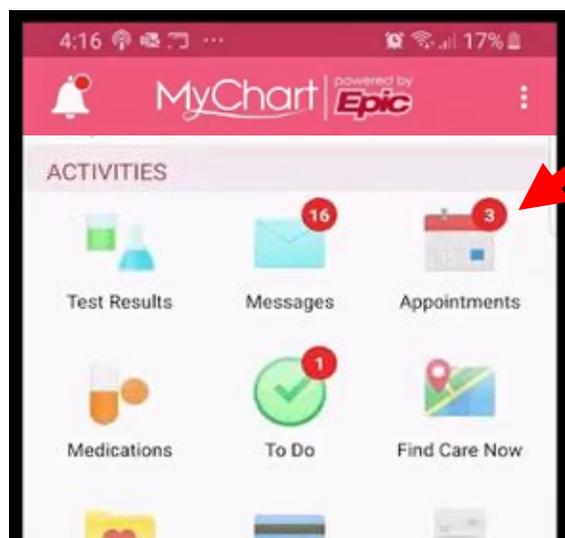
Prerequisites

To successfully conduct a video visit with your provider while using a phone or tablet, you must have the ZOOM Cloud Meetings and MyChart apps installed. Please see instructions at the end of the document for information on downloading the required apps.

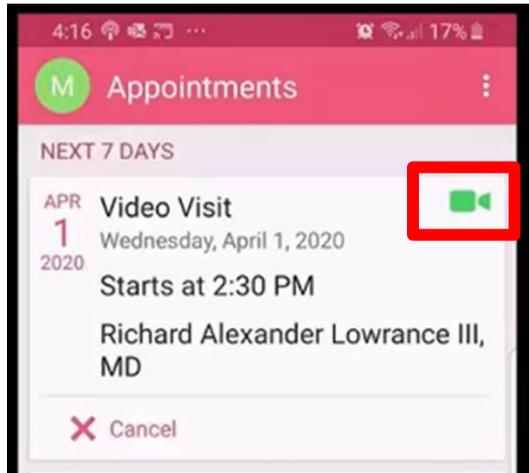


Accessing Your Video Visit

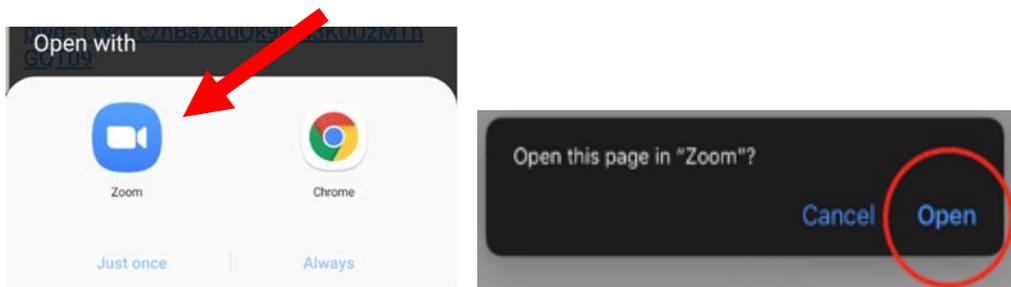
1. Using a phone or tablet, open the MyChart app and login to your account.
2. Tap on the **Appointments** calendar icon at the top of your screen.



3. Next, select your video visit appointment by tapping on the video icon.
 - a. Please note: This video visit icon is only available when the provider has joined the meeting. If the icon is not available, simply click anywhere on the video visit and continue to the next step.

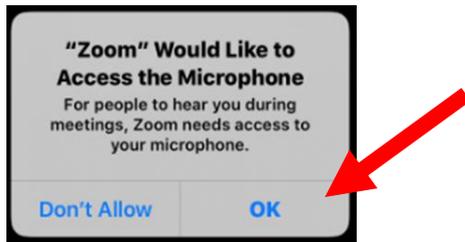


4. Many clinics will give you a regular phone call before your provider starts the video visit. Be sure to have the following information:
 - a. Medication list
 - b. Any measurements you may take at home (weight, blood pressure, pulse ox, blood glucose)
 - c. Insurance cards
5. Tap on “Begin Visit” located at the bottom of the screen. You may start the video portion of the visit 30 minutes prior to your appointment.
6. When prompted, chose to open the video visit with Zoom.



7. If you joined the meeting before the provider, you will be presented with the message “Waiting for the host to start this meeting.”

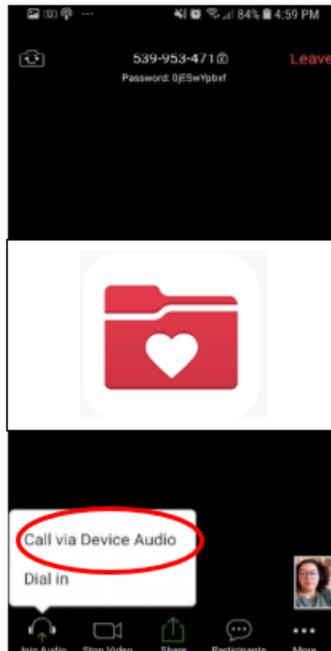
8. If this is your first time using Zoom, you will follow the prompts and select “OK” for Zoom to enable your camera and microphone.



9. Once the physician or provider starts the visit, you will receive a message asking you to “Join with Video.”



10. Select Call via Device Audio



11. Tap anywhere on the screen to make options appear. You can tap on “Mute” or “Stop Video” to turn these functions off at any time during the visit. Tap the functions again to turn them back on.

12. Should it be needed (ex. to show a rash on an arm), the camera icon in the upper left toggles the view from a front facing camera to an outward facing view. Tap again to switch the view back.
13. To leave the meeting, tap “End” located at the top right of the screen.
14. If you leave the meeting for any reason and need to rejoin, navigate to your appointment in the MyChart app and select “Begin Visit.” This feature will remain available until your provider ends the meeting.
15. After the visit is completed, you can see any instructions your provider has given you in the “After Visits Summary.” In the MyChart app, tap on the **Appointments** calendar icon and find your **Past Visits** section. Locate the visit and tap on “View After Visit Summary.”

Downloading Apps on an iPhone or iPad

1. Select the apps store icon to search for needed apps.



2. Search for MyChart using the search bar at the top of the screen. Next, tap the download icon to install the app.



3. Next search for Zoom. Select the app called **ZOOM Cloud Meetings**.



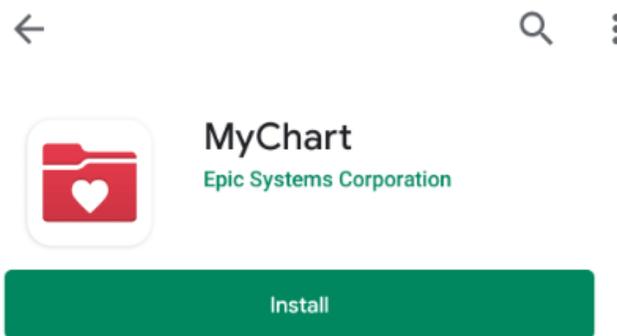
4. Again, tap on the download icon to install the app.
5. You are now prepared to start a video visit.

Downloading Apps on an Android

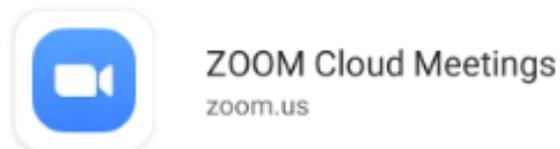
1. Select the Play Store icon to search for apps.



2. Search for MyChart using the search bar at the top of the screen. Next, tap install.



3. Next, search for Zoom. Select the app called **ZOOM Cloud Meetings**.



4. Tap install.
5. You are now prepared to start a video visit.