



# Technical instructions - Computer

## How to Prepare for your video visit

To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- Make sure you have a webcam, microphone and speaker set up. This can be a webcam that's part of a laptop or a separate USB webcam, microphone and speaker.
- If you are using iOs computer, download the Zoom application

## How do I know I am ready

After you've done these things, you can test that everything is working in MyChart. We recommend that you test this < 30 minutes prior to your video visit> start time.

1. Go to **Visits > Upcoming Appointments**.
2. Locate the video visit and open the Appointment Details page.
3. Click the **Test** link to make sure that your camera and microphone are working. Note that this button is available <30minutes prior to the visit>.

The screenshot shows the MyChart interface for an appointment. At the top, there's a navigation bar with 'MyChart by Epic' and a 'Log out' button. Below that, a menu includes 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Questionnaires'. The user is identified as 'Malka Switch'.

The main content area is titled 'Appointment Details' and features a green banner that says 'Ready to begin video visit' with the subtext 'We're ready for you! Begin the video visit, and your provider will be with you shortly.' Below this, there's a section for the provider: 'Home Virtual Consult - Please connect through Zoom, do not come to the hospital - with Elyssia Adamo'. It includes a video icon, the text 'This is a video visit', and the appointment details: 'Thursday 12 January 2023 10:30 AM EST (30 minutes)' with an 'Add to calendar' button.

A note states: 'This appointment cannot be canceled online. To cancel, please call 613-761-4334.' The central part of the page has a large green box with the heading 'It's time to start your video visit!' and three buttons: 'Join video visit', 'Confirm', and 'e-preregistration'. Below these buttons is a consent statement: 'I consent to having the provider communicate and provide care using virtual and other telecommunications tools. The risks related to unauthorized disclosure or interception of personal health information and steps they can take to help protect their information were explained. I understand that care provided through video or audio communication cannot replace the need for physical examination or an in person visit for some disorders or urgent problems and I understand the need to seek urgent care in an Emergency Department as necessary.' Below the consent are links: 'Click here to test your connection.' and 'Click here to open up the instructions for video visit.' A 'Visit Instructions' section follows, stating: 'Please note that this is a video visit. Do not present to the hospital for your appointment. SVP notez que ce rendez-vous sera effectué par vidéo. Merci de ne pas vous présenter à l'hôpital pour le rendez-vous.'

On the right side, there is a calendar for January 2023, showing the current date (Thursday, 12th) highlighted.



## Patient Instructions

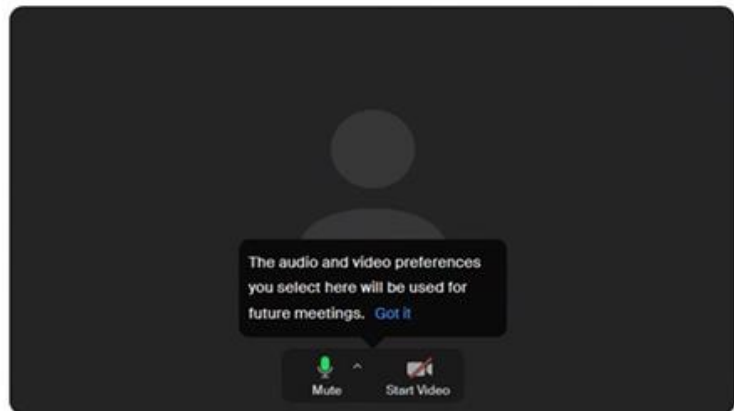
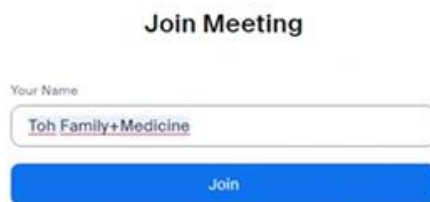
### Connect to the video visit

You can connect to the video visit any time before your appointment start time.

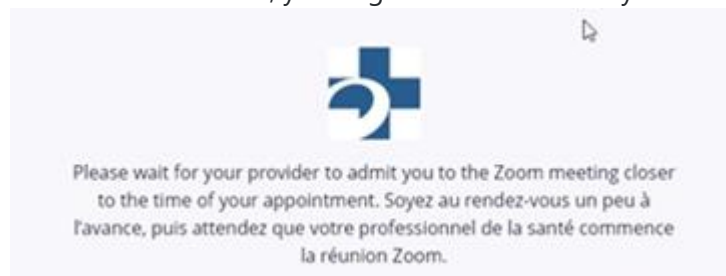
1. Go to **Visits > Upcoming Appointments**.
2. Click the blue “Details” button
3. Click the green “**Join Video Visit**” button

When it's time to connect to your video visit, an alert appears on the MyChart home page. You can also click the link in this alert to connect.

4. Zoom opens a new tab



After you connect to the video visit, you might need to wait for your doctor to connect.





## Control the video visit

During the video visit, you can resize the window and move it around your screen if needed without worrying about disconnecting. You can also:

- Pause the visit by clicking the pause icon. Pausing the visit pauses both the video and audio so that your doctor cannot hear or see what you're doing.
- Change the picture quality by toggling between **High Quality** and **Standard Quality**. You might switch to standard quality, for example, if you are experiencing performance issues with the video visit.



## Technical instructions – iPhone/tablet

### How to Prepare for your video visit

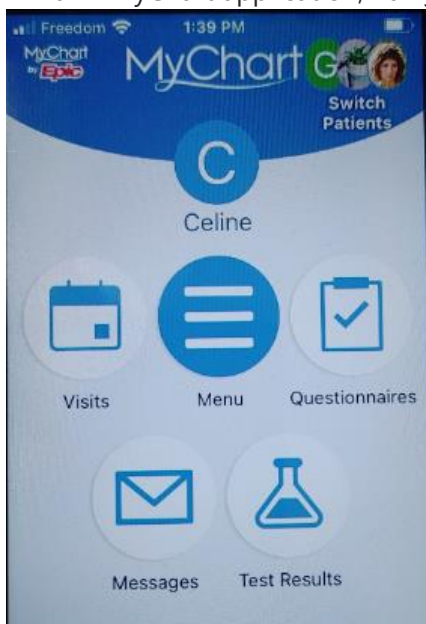
To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- Make sure the camera on your smartphone or tablet is available.
- Download the application MyChart by Epic from the App Store.
- Download the application Zoom Cloud Meetings by Zoom from App Store.

### Start the visit

You can start the visit 30 minutes before the schedule time.

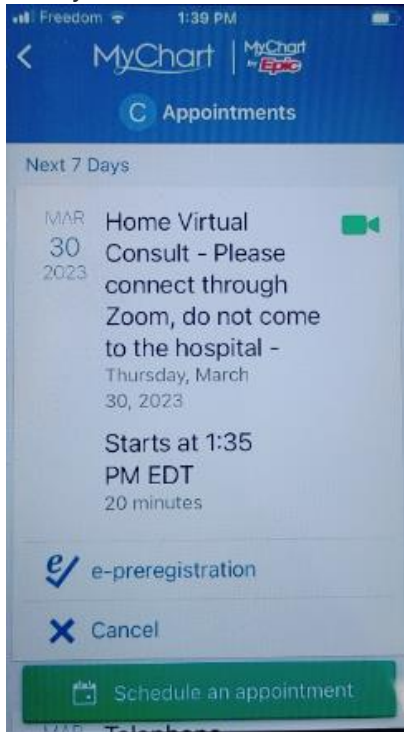
1. Within MyChart application, navigate to Visits





## Patient Instructions

2. Find your visit (« Home Virtual Consult ») and click on it.



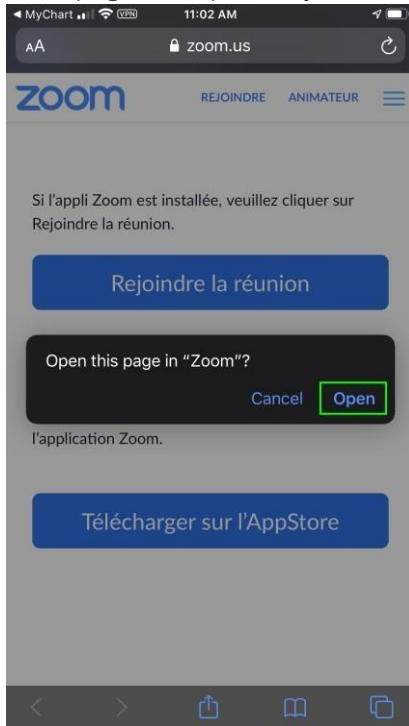
3. Click on « **Join video visit** »



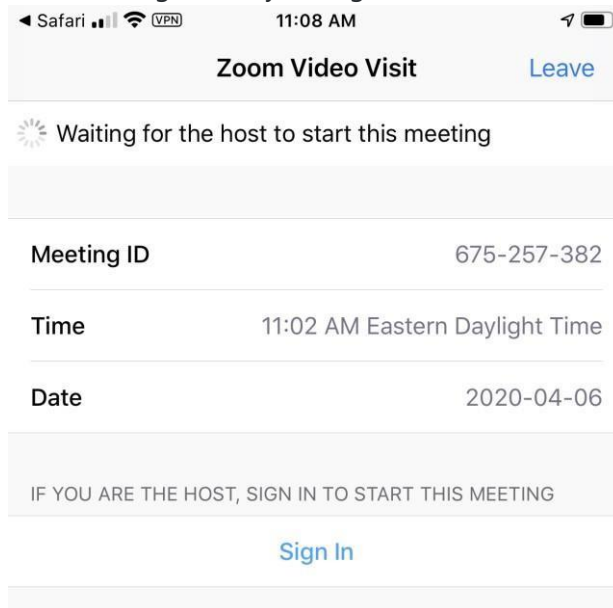


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4. A new page will open on your web browser, click on « Open » the Zoom application



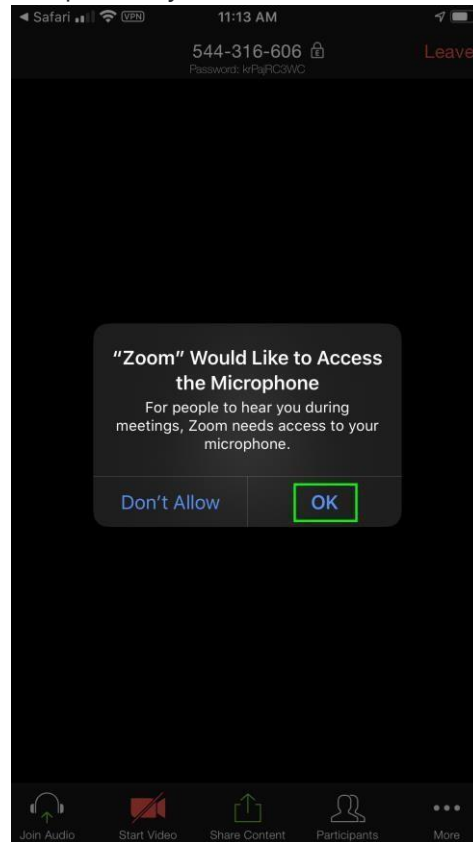
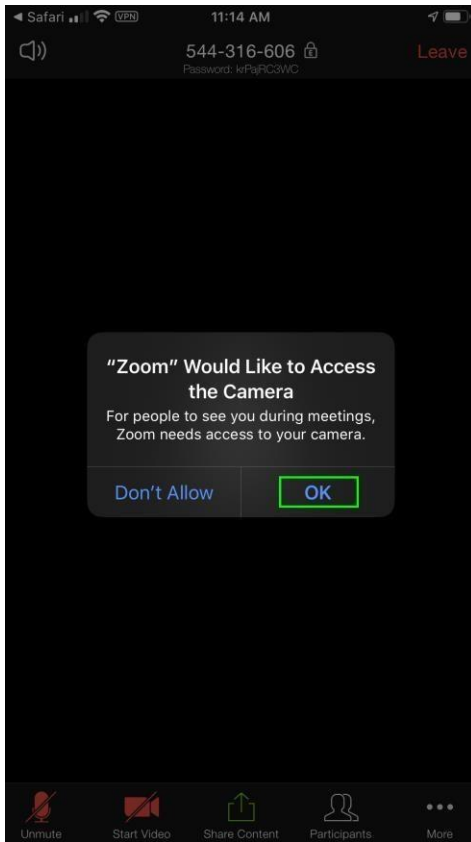
5. Once using Zoom, you might have to wait if the clinician is not yet available.





Patient Instructions

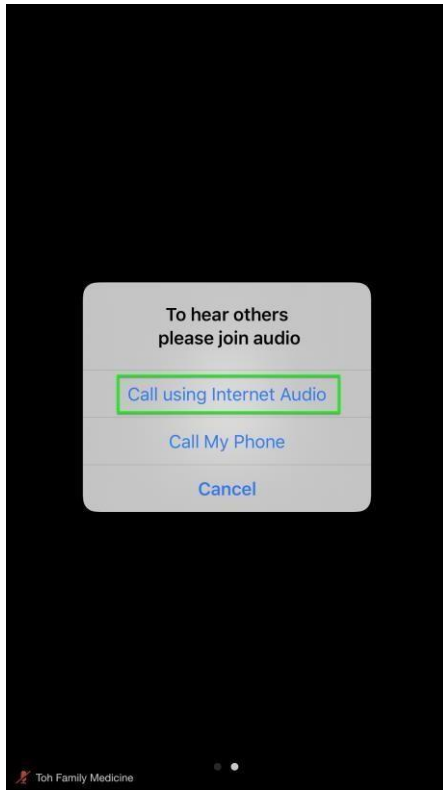
6. Allow the access of the camera and the microphone by Zoom



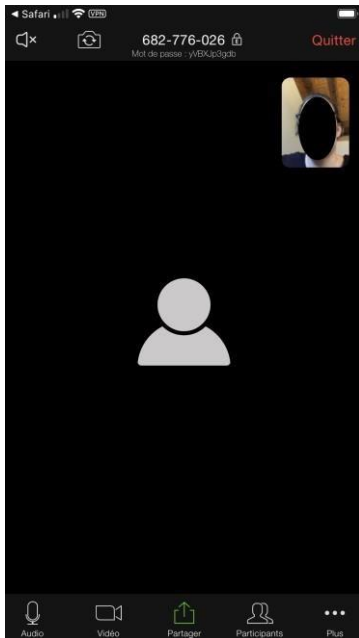
7. For the audio connection, use « Call using Internet Audio ».



Patient Instructions



8. You are now connected with your clinician.



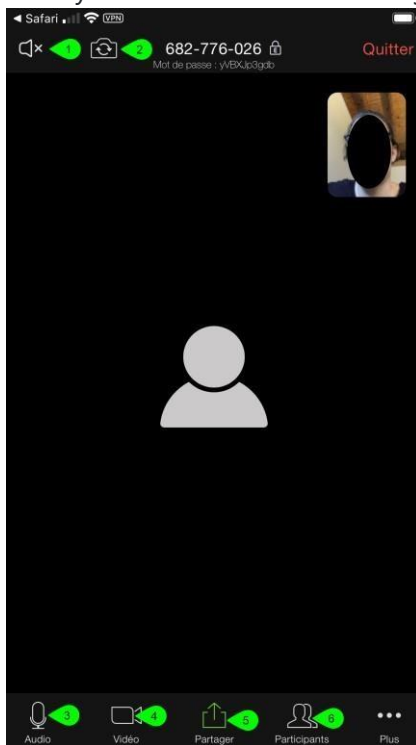




## Control parameters of the evisit

During the video visit you can :

1. Open/close the sound
2. Turnaround the camera to show something
3. Open/close your microphone
4. Open/close your video
5. Share your screen
6. Invite other guest



**You have been scheduled for a video visit with your care provider**



## Supported operating systems

- macOS X with macOS 10.7 or later
- Windows 10  
**Note:** For devices running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- Windows 8 or 8.1
- Windows 7
- Windows Vista with SP1 or later
- Windows XP with SP3 or later
- Ubuntu 12.04 or higher
- Mint 17.1 or higher
- Red Hat Enterprise Linux 6.4 or higher
- Oracle Linux 6.4 or higher
- CentOS 6.4 or higher
- Fedora 21 or higher
- OpenSUSE 13.2 or higher
- ArchLinux (64-bit only)

## Supported tablet and mobile devices

- Surface PRO 2 or higher running Win 8.1 or higher  
**Note:** For tablets running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- iOS and Android devices
- Blackberry devices

## Supported browsers

- Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+