



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 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Questionnaires'. The main content area is titled 'Appointment Details' and features a green banner that says 'Ready to begin video visit' with the message '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 date and time: 'Thursday 12 January 2023 10:30 AM EST (30 minutes)'. There are buttons for 'Join video visit', 'Confirm', and 'e-preregistration'. A consent statement is visible: '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 this, there are links to 'test your connection' and 'open up the instructions for video visit'. A 'Visit Instructions' section at the bottom states: 'Please note that this is a video visit. Do not present to the hospital for your appointment. S V P 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's a calendar for January 2023.



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.

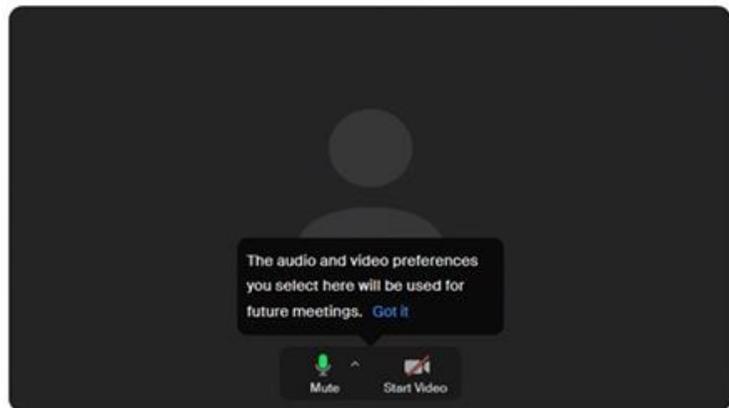
4. Zoom opens a new tab

Join Meeting

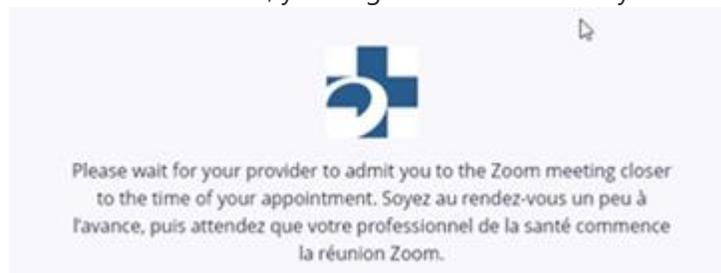
Your Name

Toh Family+Medicine

Join



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

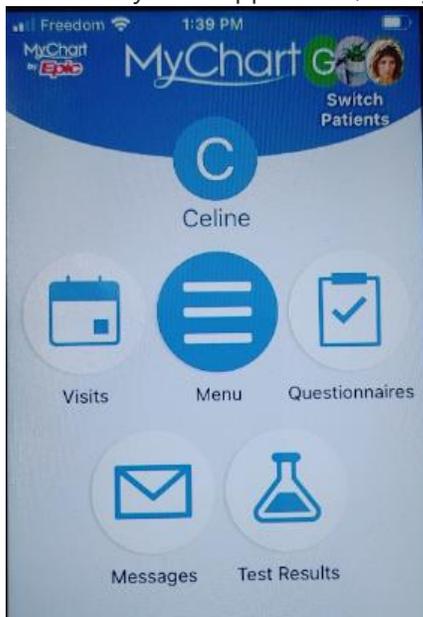
To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- 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.

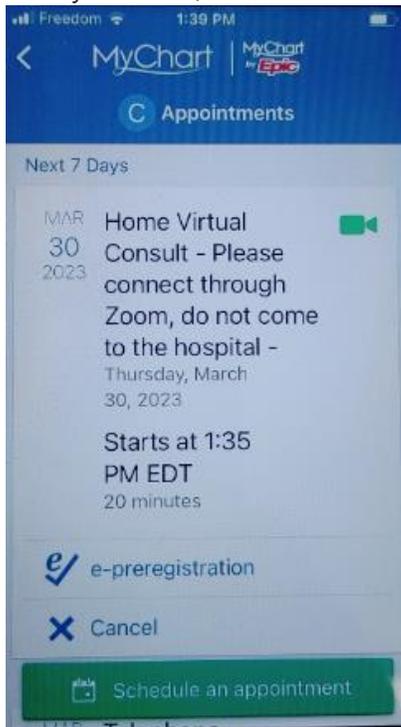
1. Within MyChart application, navigate to Visits



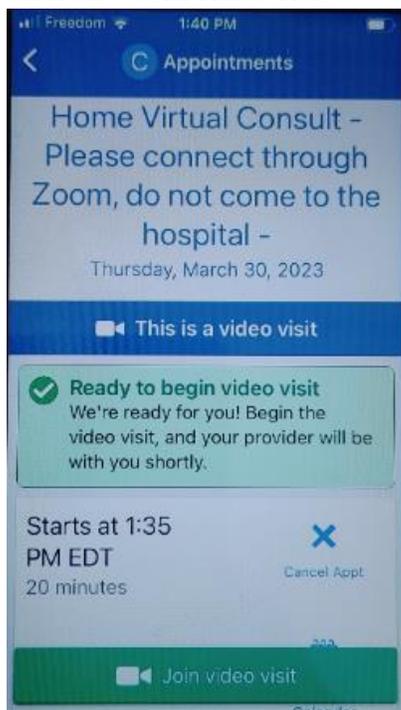


Patient Instructions

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



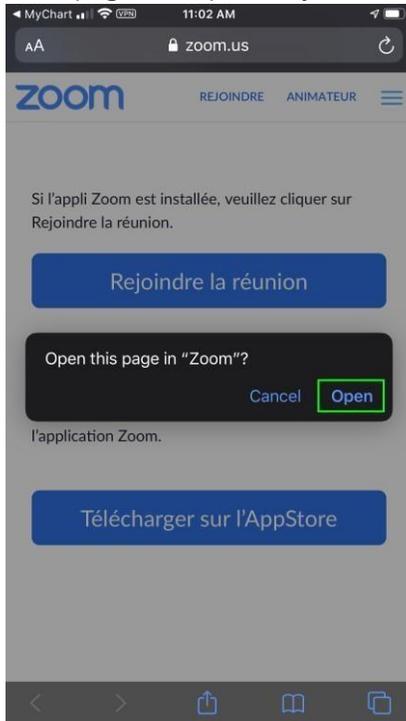
3. Click on « **Join video visit** »



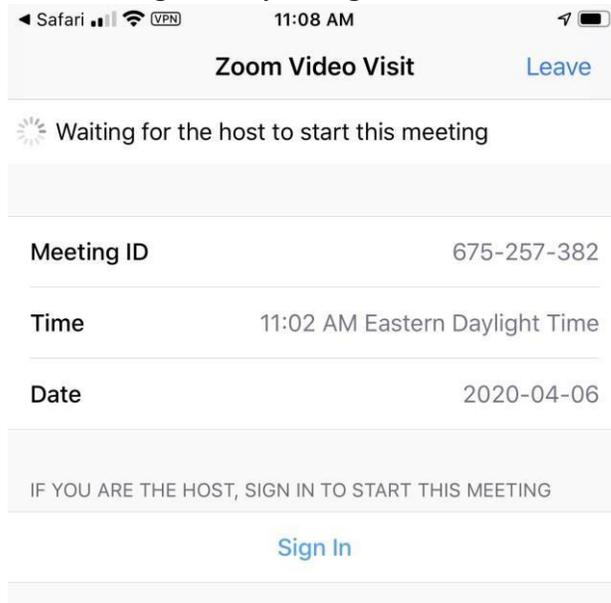


Patient Instructions

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



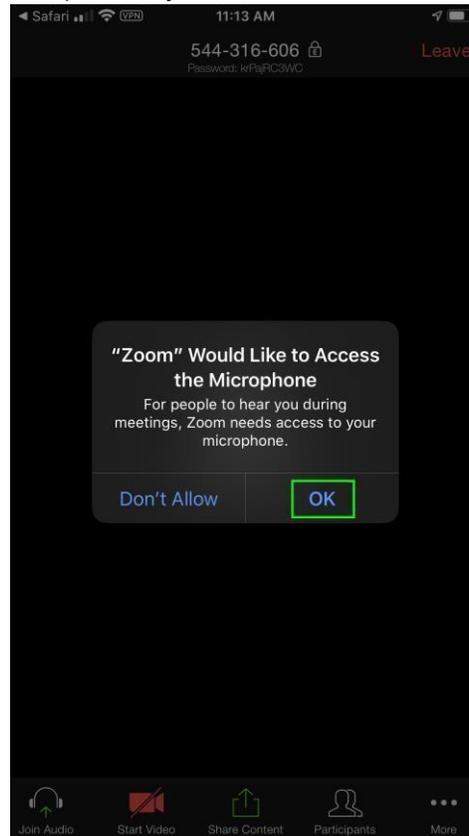
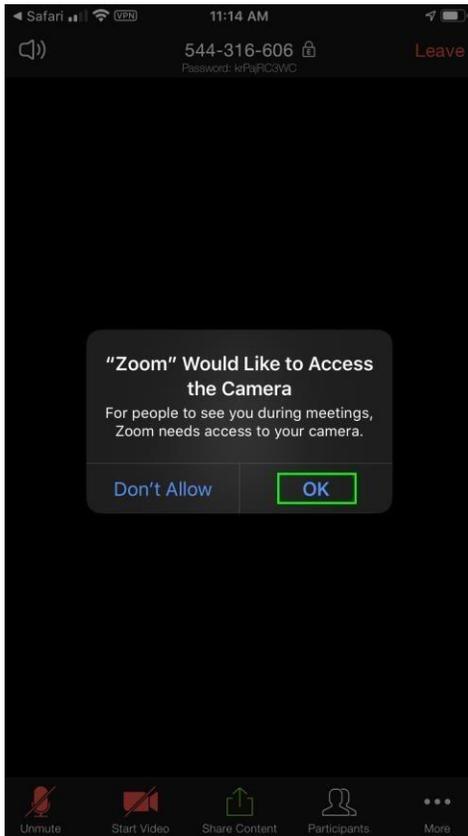
5. Once using Zoom, you might have to wait if the clinician is not yet available.





Patient Instructions

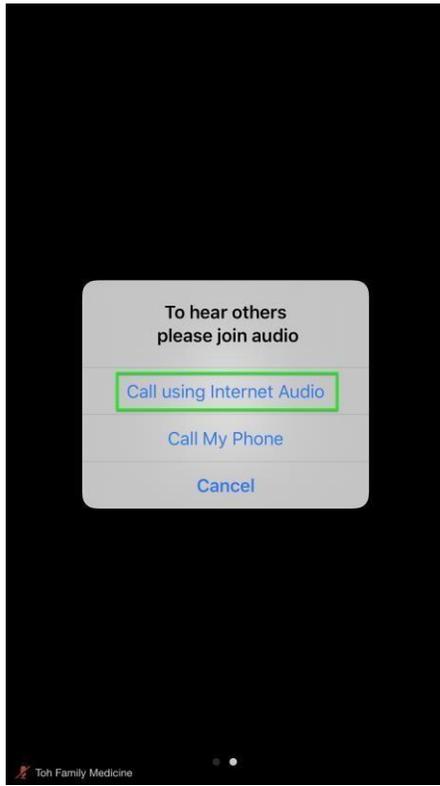
6. Allow the access of the camera and the microphone by Zoom



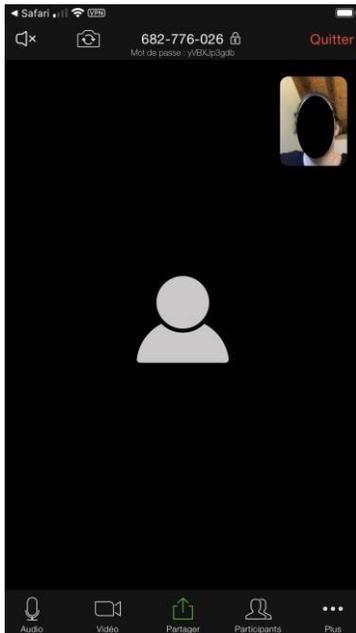
7. For the audio connection, use « Call using Internet Audio ».



Patient Instructions



8. You are now connected with your clinician.

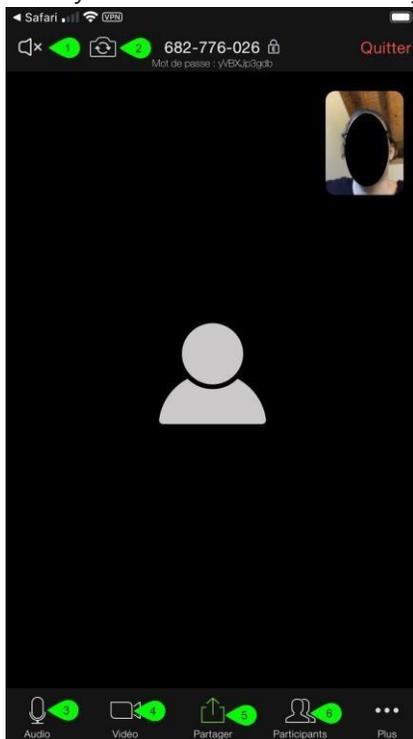




Control parameters of the evisit

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+