

Patient E-Visit Tip Sheet

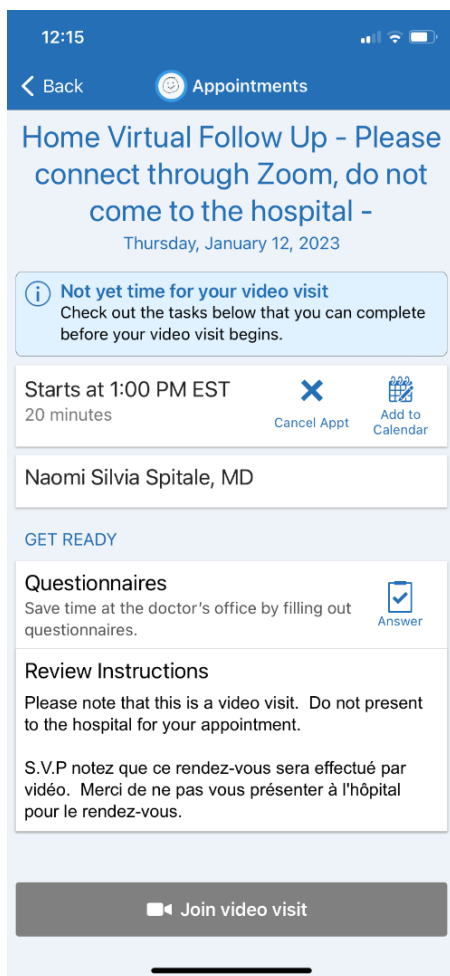
On Mobile Device

1. Confirm you know your MyChart username and password
2. Confirm you have installed the Zoom app on your device
3. Confirm you have allowed Zoom to have access to your camera and microphone.

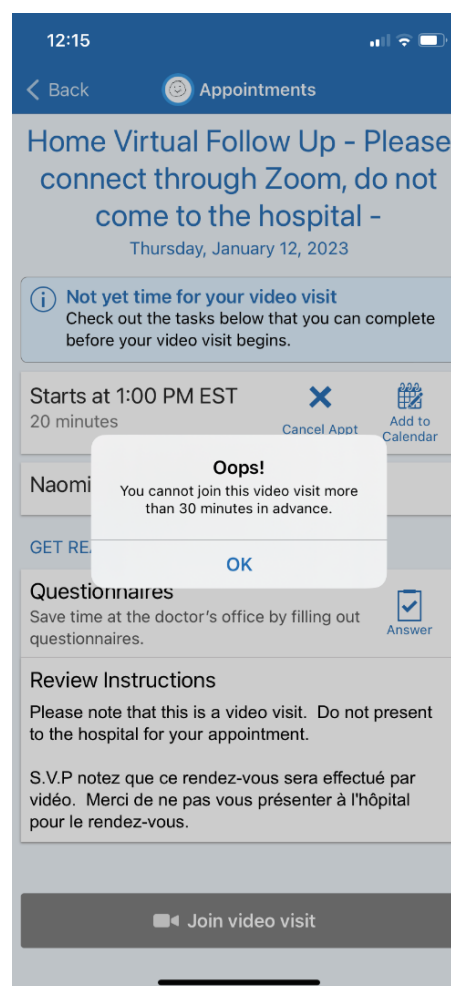
Once the visit is scheduled

1. As soon as the visit is scheduled it is visible in MyChart.
2. Clicking on View details brings you to an Appointment Details page. This is also accessible by clicking on the Visits tab at the top of the screen.
3. From here you can see that the visit is not yet ready to begin. If you click on the **“Join video visit”** the pop-up warning will occur.

Visit details view



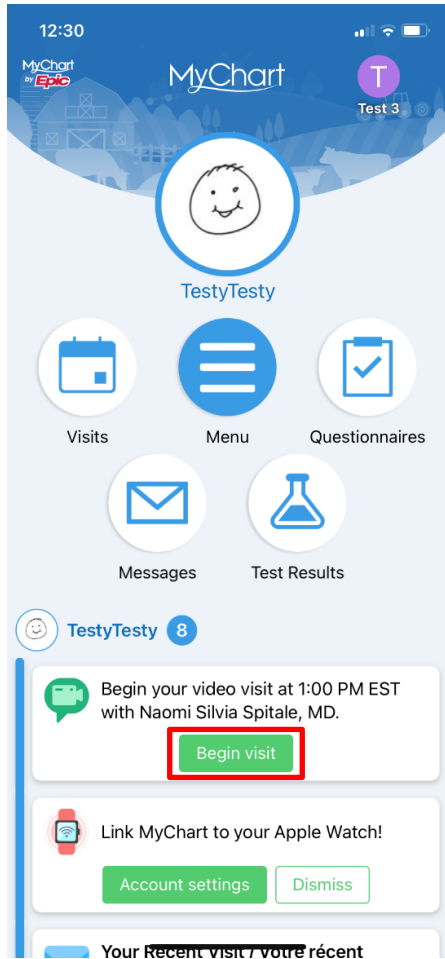
Warning when **Join video visit** is clicked before the appointed time.



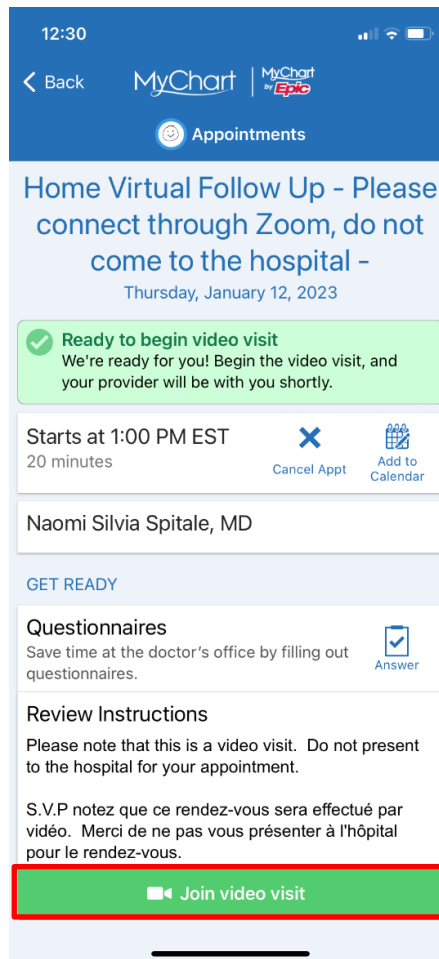
Once the visit is ready to begin

1. The visit is ready to begin 30min before the time of the appointment
2. The visit can be joined from the Home page or the Appointment Details page
3. Click on Begin visit to launch Zoom and join the visit

Home page view

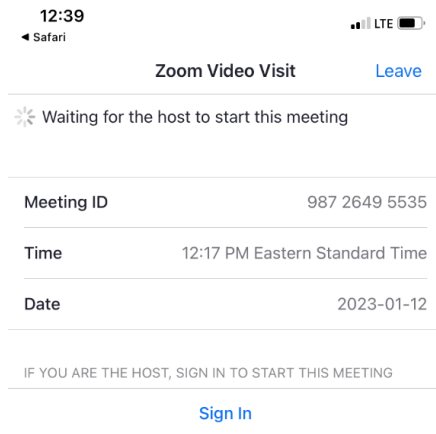


Appointment details page view

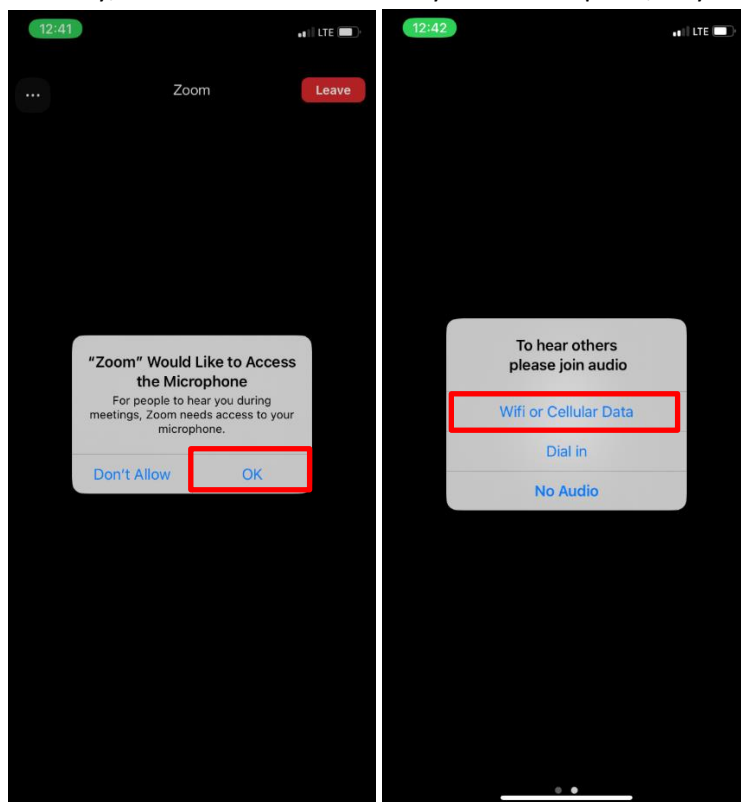


Launching Zoom

1. Once “Begin visit” is clicked, your mobile device will switch to the Zoom app
2. Once Zoom has opened you will either wait in the virtual “lobby” for the provider to start the visit, or you will be able to go right into the meeting.
 - You DO NOT need to Sign In to Zoom.

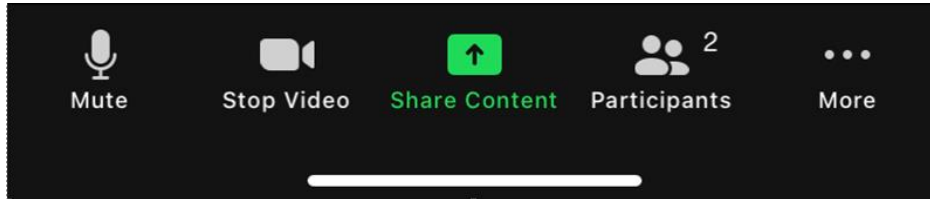


3. Once you are in the meeting Zoom will ask if it can access your devices Microphone. Say OK to this so the Provider can hear you speaking.
4. Similarly, select WIFI or Cellular for your Audio option, so you can hear the provider.

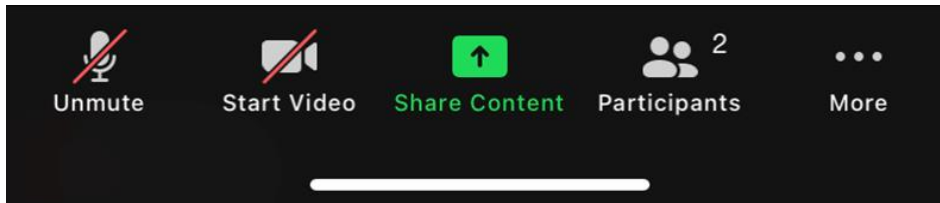


5. Controls for the microphone and camera are at the bottom of the Zoom screen. The microphone is automatically turned on when entering the meeting.
 - To turn off the microphone so the provider can't hear you, you will need to click on the Mute icon.
 - To turn off the camera so the provider can't see you, you will need to click on the Stop Video icon.

The provider can hear you and see you.



The provider can't hear you or see you.



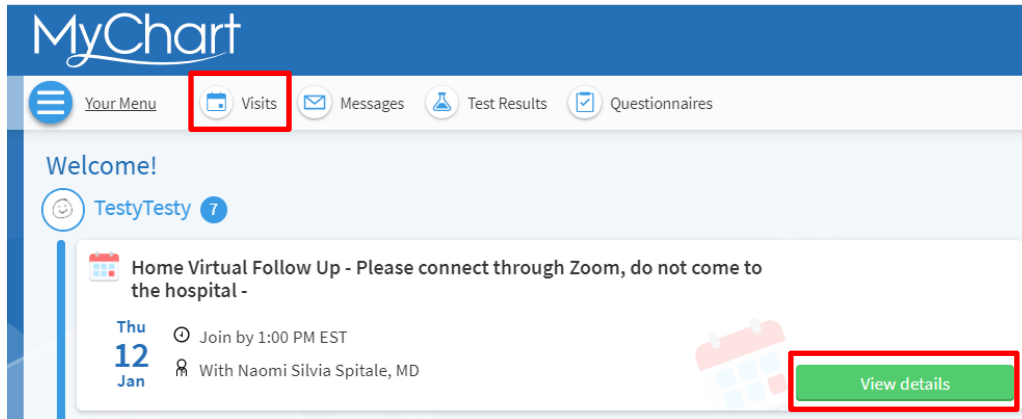
On Computer / Laptop

1. Confirm you know your MyChart username and password
2. Confirm you have a webcam, microphone and speakers connected to or included in your PC
3. Confirm you have downloaded Zoom or are comfortable using a web browser to open the application.

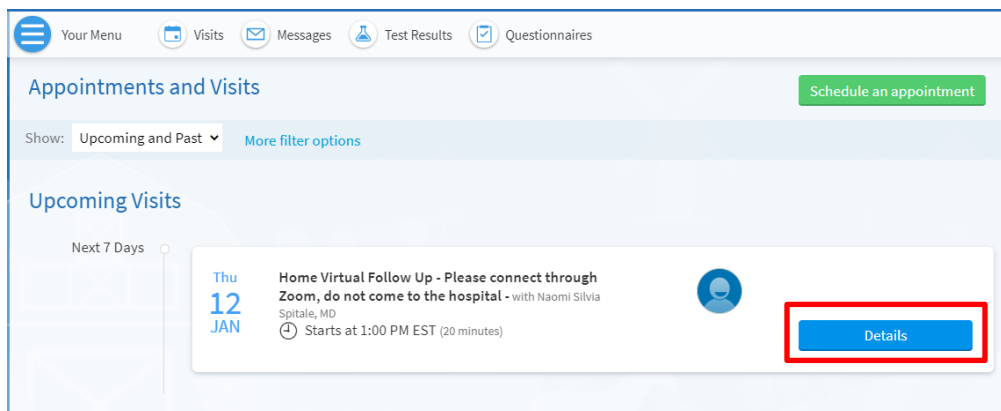
Once the visit is scheduled

1. As soon as the visit is scheduled it is visible on your MyChart home page.
2. Clicking on View details brings you to an Appointment Details page. This is also accessible by clicking on the Visits tab at the top of the screen.

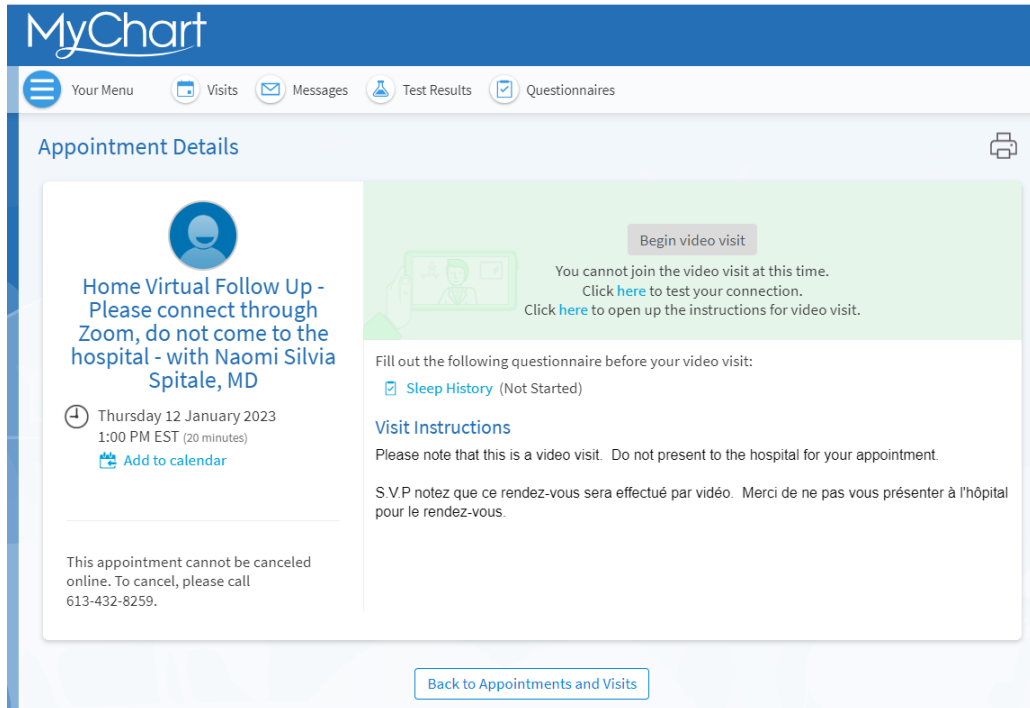
Home page view



Appointments and Visits view



Appointment Details view

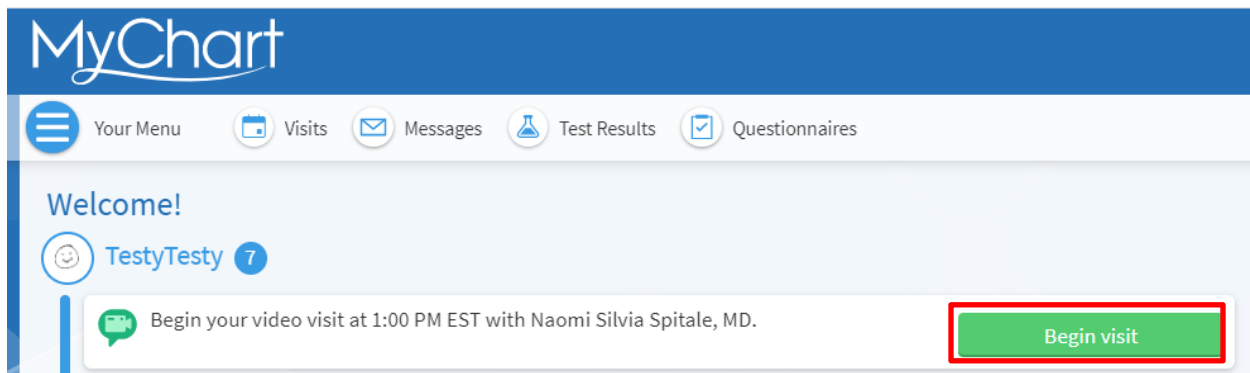


The screenshot shows the MyChart interface for an appointment. At the top is the MyChart logo and a navigation bar with icons for Your Menu, Visits, Messages, Test Results, and Questionnaires. The main heading is "Appointment Details" with a print icon. The appointment is for a "Home Virtual Follow Up - Please connect through Zoom, do not come to the hospital - with Naomi Silvia Spitale, MD" on Thursday, January 12, 2023, at 1:00 PM EST (20 minutes). There is an "Add to calendar" button. A message states: "This appointment cannot be canceled online. To cancel, please call 613-432-8259." A "Begin video visit" button is present, but it is disabled with the message: "You cannot join the video visit at this time. Click here to test your connection. Click here to open up the instructions for video visit." Below this, there is a section for a questionnaire: "Fill out the following questionnaire before your video visit: Sleep History (Not Started)". There are "Visit Instructions" in both English and French, advising that the visit is a video visit and not to present to the hospital. A "Back to Appointments and Visits" button is at the bottom.

Once the visit is ready to begin

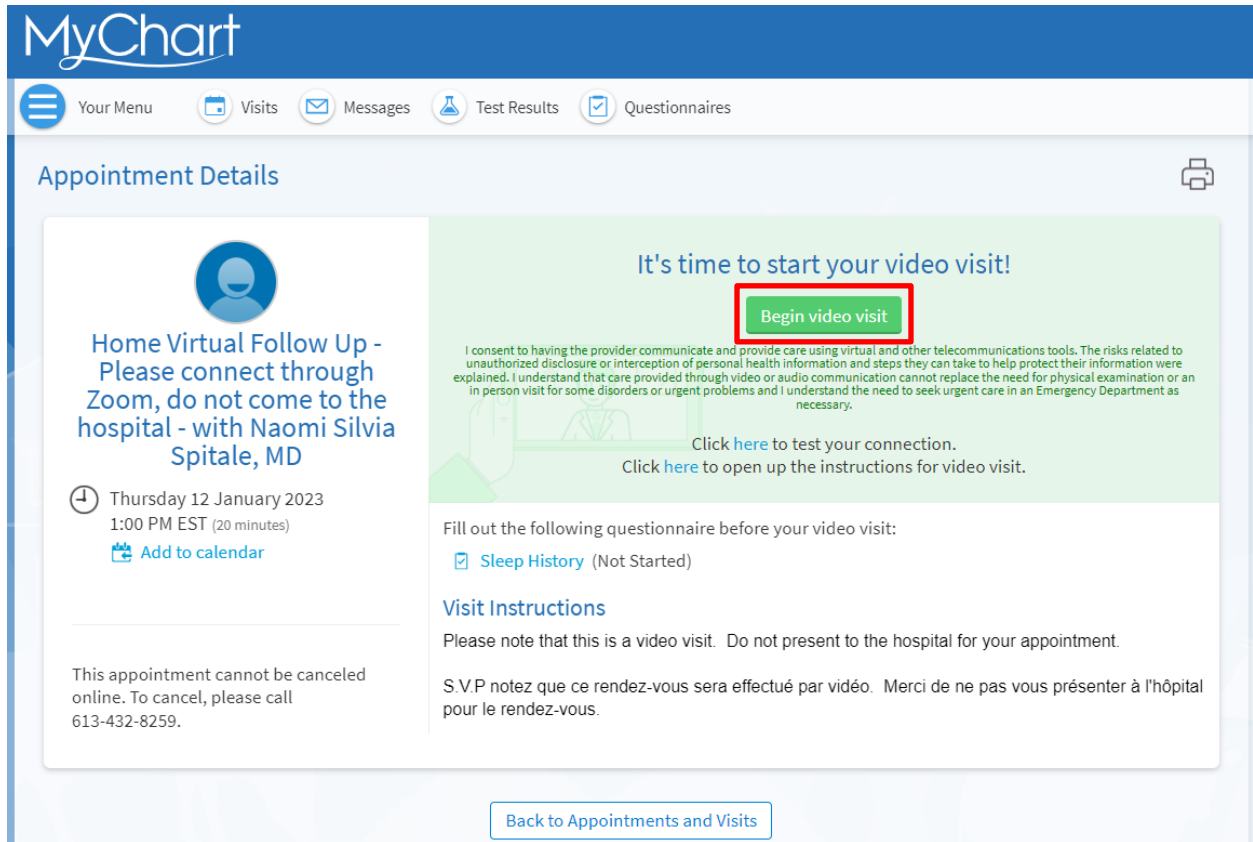
1. The visit is ready to begin 30min before the time of the appointment
2. The visit can be joined from the Home page or the Appointment Details page
3. Click on Begin visit to launch Zoom and join the visit

Home page view



The screenshot shows the MyChart home page. At the top is the MyChart logo and a navigation bar with icons for Your Menu, Visits, Messages, Test Results, and Questionnaires. The main heading is "Welcome!" followed by the user name "TestyTesty" and a notification badge with the number "7". Below this, there is a message: "Begin your video visit at 1:00 PM EST with Naomi Silvia Spitale, MD." A green "Begin visit" button is highlighted with a red border.

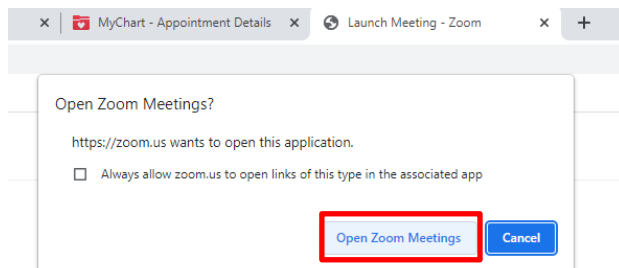
Appointment Details view



The screenshot shows the MyChart 'Appointment Details' page. At the top, there is a navigation bar with 'MyChart' logo and icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Questionnaires'. The main content area is titled 'Appointment Details' and features a patient profile card on the left and a large green call-to-action box on the right. The profile card includes a placeholder for a profile picture, the text 'Home Virtual Follow Up - Please connect through Zoom, do not come to the hospital - with Naomi Silvia Spitale, MD', and the appointment date and time: 'Thursday 12 January 2023 1:00 PM EST (20 minutes)'. Below this is an 'Add to calendar' button and a note: 'This appointment cannot be canceled online. To cancel, please call 613-432-8259.' The green call-to-action box contains the heading 'It's time to start your video visit!' and a prominent 'Begin video visit' button. Below the button is a consent statement, a link to 'test your connection', and a link to 'open up the instructions for video visit.'. Underneath, it asks the user to 'Fill out the following questionnaire before your video visit:' and shows a checked box for 'Sleep History (Not Started)'. A 'Visit Instructions' section follows, with text in both English and French: 'Please note that this is a video visit. Do not present to the hospital for your appointment.' and '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.'. At the bottom of the page is a 'Back to Appointments and Visits' button.

Launching Zoom

1. Once "Begin visit" is clicked, your web browser will take you to a new window for Zoom. This window will ask you to **Launch Meeting** using the Zoom application downloaded to your computer. If you have not downloaded the application, you'll need to use the link **Join from your Browser**.
 - o If you see the pop-up warning below, click **Open Zoom Meetings** to get to the next window.



Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

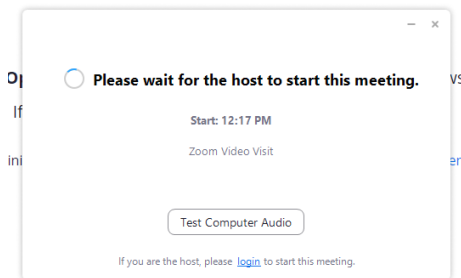
By joining a meeting, you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

Don't have Zoom Client installed? [Download Now](#)

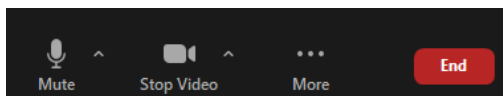
Having issues with Zoom Client? [Join from Your Browser](#)

2. Once Zoom has launched you will either wait in the virtual “lobby” for the provider to start the visit, or you will be able to go right into the meeting.

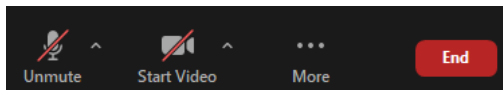


3. Controls for the microphone and camera are at the bottom of the Zoom screen. The microphone is automatically turned on when entering the meeting.
 - To turn off the microphone so the provider can't hear you, you will need to click on the Mute icon.
 - To turn off the camera so the provider can't see you, you will need to click on the Stop Video icon.

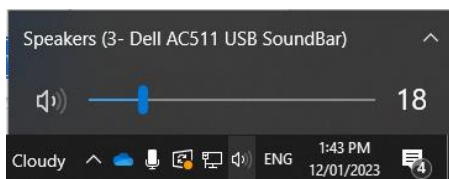
The provider can hear you and see you.



The provider can't hear you or see you.

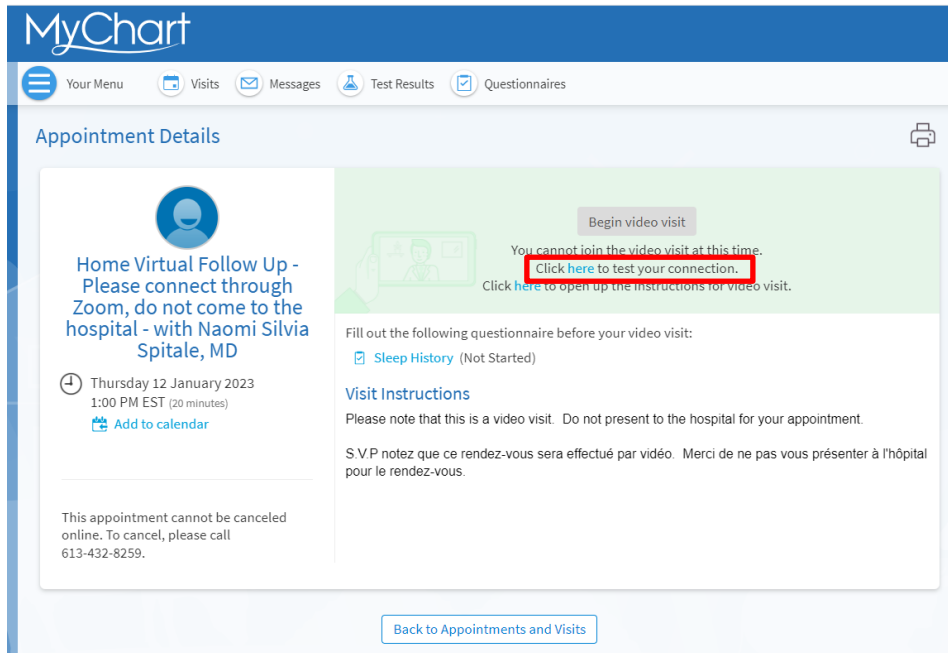


You can still hear the provider. This is where you would adjust the volume.



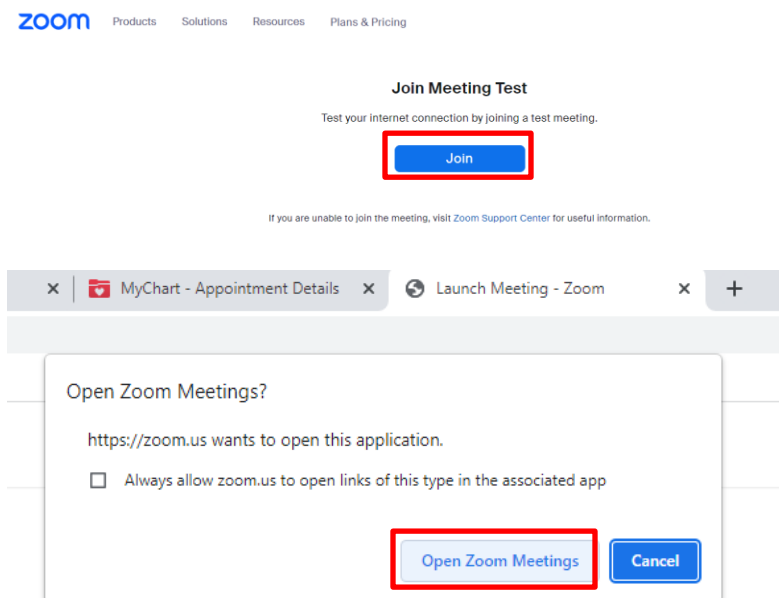
Testing your connection

If you select **“Click here to test your connection”** it will take you to the Zoom launching window. This is only available when logged into MyChart on a computer.



The screenshot shows the MyChart interface for an appointment. The header includes the MyChart logo and navigation links for Your Menu, Visits, Messages, Test Results, and Questionnaires. The main content area is titled "Appointment Details" and features a patient profile for Naomi Silvia Spitale, MD, with a virtual follow-up appointment on Thursday, January 12, 2023, at 1:00 PM EST. A "Begin video visit" button is present, but it is disabled. A message states: "You cannot join the video visit at this time. Click here to test your connection." The "Click here to test your connection" link is highlighted with a red box. Below this, there are instructions to fill out a questionnaire (Sleep History) and visit instructions in both English and French. A "Back to Appointments and Visits" button is located at the bottom.

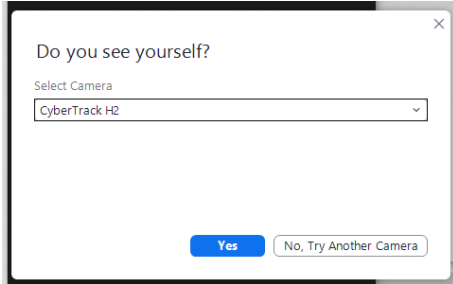
This generates a Test Meeting that you can click to Join. You may see the pop-up warning first asking if it's okay to Open Zoom Meeting. Click on the button that allows this.



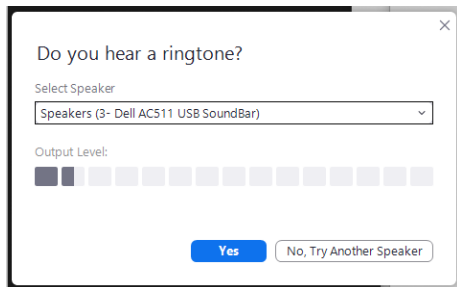
The screenshot shows the Zoom "Join Meeting Test" page. The page title is "Join Meeting Test" and the instruction is "Test your internet connection by joining a test meeting." A blue "Join" button is highlighted with a red box. Below the button, there is a link to the Zoom Support Center. The bottom part of the screenshot shows a browser window with two tabs: "MyChart - Appointment Details" and "Launch Meeting - Zoom". A pop-up dialog box titled "Open Zoom Meetings?" is displayed, asking "https://zoom.us wants to open this application." There is a checkbox for "Always allow zoom.us to open links of this type in the associated app" which is currently unchecked. Two buttons, "Open Zoom Meetings" and "Cancel", are at the bottom of the dialog, with "Open Zoom Meetings" highlighted by a red box.

The Test meeting will now take you through the 3 settings you need to participate in the meeting.

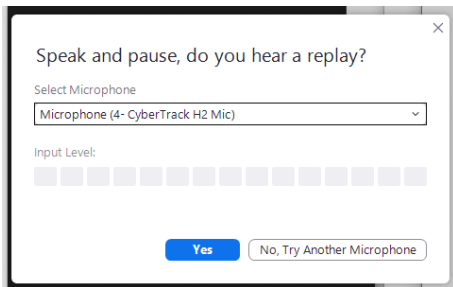
1. Video / Camera



2. Speaker



3. Microphone



Once all 3 are confirmed to be working, you're good to go!

