

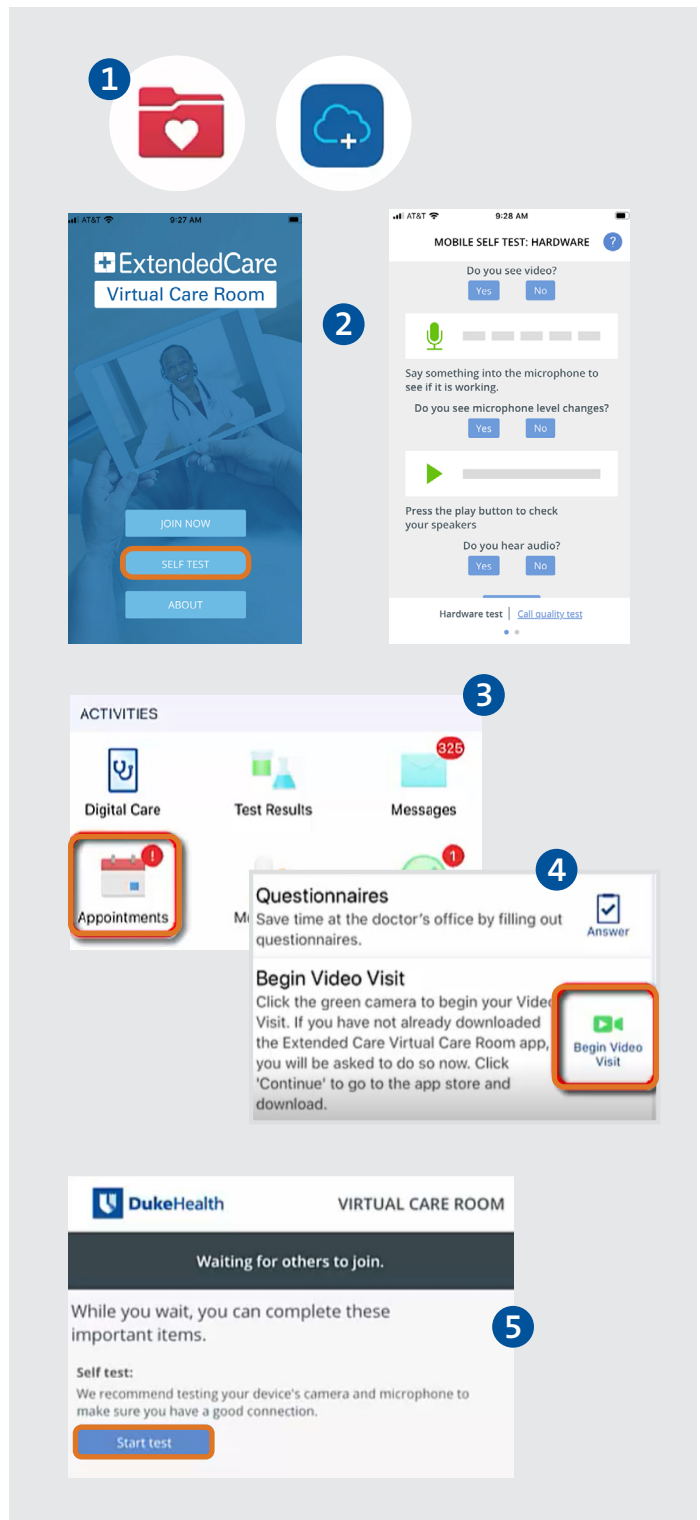
Welcome to your video visit



Patient Education

Using Phone or Tablet for Video Visit

1. Download the **MyChart** and **Extended Care Cloud** apps from your device's app store.
2. Can your device perform a video visit? Log into the Extended Care Cloud app, click **"Self Test"** and follow all steps, making sure you select **"Allow"** for accessing the camera and microphone.
3. Return to your MyChart app, click on **"Appointments."**
4. Start your video visit by clicking on the **green camera**. **If you have not downloaded the Extended Care Cloud app, selecting this button will bring you to the app store to download the app.
5. Having completed the self-test and clicked on green camera, you will now enter the virtual waiting room.



Welcome to your video visit



Patient Education

Using PC or Mac for Video Visit

1. Log into **MyChart** on your PC or Mac.
***Make sure you use Google Chrome or Firefox if using a Browser on PC or Mac.
2. Click on “**Appts & Visits,**” then
“**Appointments and Past Visits.**”
3. Click on “**ECHECK-IN**” if available.
4. Click on “**Details.**”
5. Click on “**Begin Video Visit.**”
6. You are now in the virtual waiting room.
Test your device by selecting
“**Begin self-test.**” Follow all steps,
making sure you select “**Allow**” for
accessing the camera and microphone.

You are ready for your visit. Wait in the
virtual waiting room for your provider.

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FAQs for video visits

Do I need MyChart for a video visit?

Yes. If you do not have an active MyChart account, please go to DukeMychart.org

*** Use the MyChart app if using a mobile device. You cannot use a browser when on a mobile device to successfully hold a telehealth visit.*

Do I need any other apps besides MyChart if I am using a tablet or phone?

Yes. You will need to download Extended Care Cloud. We use Extended Care Cloud to ensure secure communications between you and your provider and for the protection of confidential patient and health system information.

Can I use Safari, Edge or Internet Explorer for a video visit if I am on my computer?

No. The video visit can only work on Google Chrome or Firefox internet browsers.

Will my camera, audio and internet automatically work for my video visit?

It is strongly recommended that you perform a self test (described in the instructions) to confirm that the microphone, camera and internet capabilities are ready for your video visit. Self tests are done in the Extended Care Cloud app on a phone or tablet. The self test can only happen on a PC or Mac after logging into your visit.

What if my self test says there are errors or that my device does not work?

If your test summary shows low bandwidth but you have good internet service, you should proceed with your video visit. Other error messages should be resolved before the video visit. Contact the Duke Telehealth Office at 919-684-1598 for assistance.

When should I start my video visit?

We recommend entering the video visit waiting room 15 minutes before your appointment after having downloaded the necessary apps and having accessed MyChart.

What if I do not see a “Begin Video Visit Button”?

The video visit button will appear 15 minutes before your appointment.

I was in the Virtual Waiting Room and my connection dropped while waiting for my provider what should I do?

If your connection drops, go back and click the “start video visit” button again.

I would like a family member or interpreter to join me for the video visit is that possible?

Having another person join your video visit may be possible. Please discuss this with your provider once you are in the video visit.

What if I am having trouble setting up my video visit, or having trouble on the day of the visit?

Telehealth support staff are available at 919-684-1598.

What if I have clinical questions or need to reschedule my appointment?

Please contact your provider’s office.