

# Welcome to your video visit



## Patient Education

### Using Phone or Tablet for Video Visit

1. Download the **MyChart** and **Zoom Cloud Meetings** apps from your device's app store.
2. Log in to your **MyChart** app, click on **Appointments**.
3. Start your Video Visit by clicking on the green camera button, complete **eCheck-In** (be sure to log in at least 15-30 minutes or more in advance) and then select **Begin Video Visit**.\*\*  
*\*\*If you have not downloaded the Zoom Meeting app, selecting this button will bring you to the app store to download the app.*
4. Select **Open**. You are now in the **Virtual Waiting Room** and are ready for your visit. Please wait for your provider to join which will start your appointment.



# Welcome to your video visit



## Patient Education

### Using PC or Mac for Video Visit

1. Log into **MyChart** on your PC or Mac.
2. Click on **Appts & Visits**, then **Appointments and Past Visits**.
3. Click on **ECHECK-IN** (be sure to log in at least 15-30 minutes or more in advance) and complete the echeck-in process.
4. Click on **Details**.
5. Click on **Begin Video Visit**.
6. Follow the prompts to launch Zoom. You are now in the **Virtual Waiting Room** and are ready for your visit. Please wait for your provider to join which will start your appointment.

The screenshot illustrates the process of launching a video visit through the Duke MyChart patient portal. It is divided into six numbered steps:

- Step 1:** The user logs into MyChart. The navigation menu includes 'Athlete', 'Messaging', 'Health', 'Appts & Visits', and 'Questionnaires'. The 'Appts & Visits' menu is highlighted, showing sub-options: 'Appointments and Past Visits', 'Ordered Tests and Procedures', and 'Schedule an Appointment'.
- Step 2:** The user selects an appointment for 'Video Visit Return with Nurse Donna P' on Thursday, April 16, 2020, starting at 10:15 PM EDT (15 minutes). The 'ECHECK-IN' button is highlighted.
- Step 3:** The user clicks on 'DETAILS' for the appointment.
- Step 4:** The user clicks on 'ECHECK-IN' again to complete the check-in process.
- Step 5:** The user clicks on 'BEGIN VIDEO VISIT' to launch the Zoom meeting.
- Step 6:** The Zoom application is launched, showing a 'Launching...' screen. A prompt asks the user to 'Open Zoom Meetings?' with a highlighted 'Open Zoom Meetings' button. Below this, a 'Please wait for the host to start this meeting.' screen is shown with a 'Test Computer Audio' button.

# 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](http://DukeMychart.org). If you are unable to establish a MyChart account, please call the clinic and ask to have your visit changed to a telephone or in-person visit.

If using a mobile device (smartphone or tablet): Use the [MyChart app](#). If you use a web browser to go to MyChart when on a mobile device, the Video Visit will not work.

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

**Yes.** you will need to download Zoom Cloud Meetings. Doing so in advance will save you time.

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

It is recommended that you perform a self-test at any time before your visit to confirm if your camera is functional for your Video Visit. Self-tests are done by going to <http://zoom.us/test> for mobile device, laptop, or PC. When using a computer, both video and audio can be tested, with a mobile device video self-view only will be tested. Internet bandwidth will be not tested. The test can be done at any time before your visit.

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

This should be addressed before the video visit. Contact Duke Telehealth support at (919) 684-1598 for help.

## When should I start my video visit?

Because you will need to go through an eCheck-In process, like when you check in for an in-person visit – including answering questionnaires – **we recommend logging into your MyChart at least 15-30 minutes before your appointment**, and even earlier that if you feel like you might need more time or someone to help you. Note that eCheck-in can be performed up to 5 days in advance.

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

The video visit button will appear 30 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 to MyChart, Appointments, and click the “Begin Video Visit” button again.

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

Having someone join your Video Visit should be possible. Please discuss with your provider once you are in the visit.

If you are between the ages of 12 and 17: **Your parent or guardian must have a MyChart proxy account, and the Teen (12-17) must have their own Teen MyChart account.** If you do not have your own teen account, please discuss with your provider and call customer service at 919-620-4555 or 800-782-6945 between 8:00 am - 5:00 p.m ET Monday, Tuesday, Wednesday and Friday or 8:00 am - 4:00 pm ET Thursday.

## 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.