Tip Sheet

Telemedicine Visit Quick Step Guide for Patients

This document provides a quick overview of the steps for your upcoming telemedicine visit. For more details and instructions, including troubleshooting tips and detailed screen views, please also review our *Patient Guide for Telemedicine at Mercy*, available in MyChart.

Before the Visit

- If you are scheduled for a telemedicine visit, you will need an activated MyChart account.
- There are set up items for you to complete in advance. You will be starting the visit right from your MyChart account.

Pre-Visit Preparation

Prior to your telemedicine visit, you should do the following to ensure a smooth connection:
1. If you are using a desktop computer or laptop for the telemedicine visit:
    a. Make sure you have a Webcam set up.
        i. The Webcam can be part of a laptop or separate USB webcam.
2. Next, log into your MyChart account.
   a. Select the **View Instructions for Your Appointment** section.

eCheck-In

1. The eCheck-In process is a **required** step for your telemedicine visit.
    a. Use the eCheck-In button on your MyChart to start this process.
2. During eCheck-In you will review your information and sign necessary consents and documents.
3. When you get to the consent form:
    a. Use the **Review and Sign** button to view the document.
    b. Make sure to read the document all the way to the bottom of the form.
    c. At the bottom of the form, you will see a **Signature box**. Click in the signature box to electronically sign the document.
4. Once the form has been signed, you now will have an option to **Submit** your eCheck-In.
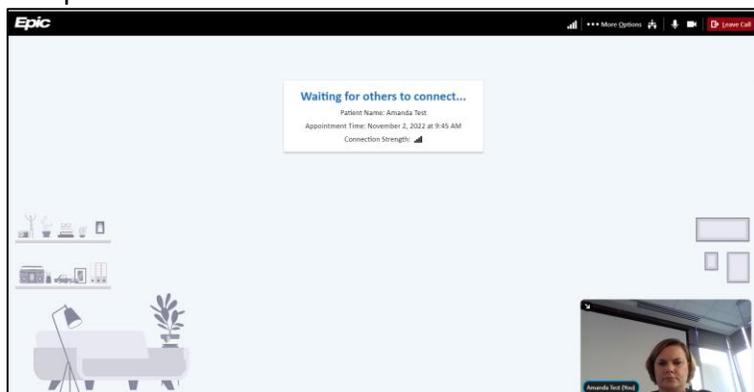
When it's Time for Your Appointment

1. When it's time for your appointment, you can log into the telemedicine visit up to **30 minutes** before the appointment scheduled time.
2. Log in to your MyChart account.
   a. Either via computer with video capabilities or via mobile app.
3. Open the **Visits** or **Appointment and Visits** page.
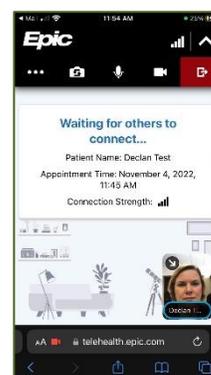4. The **Join video visit** button will be red if you have completed all the steps.
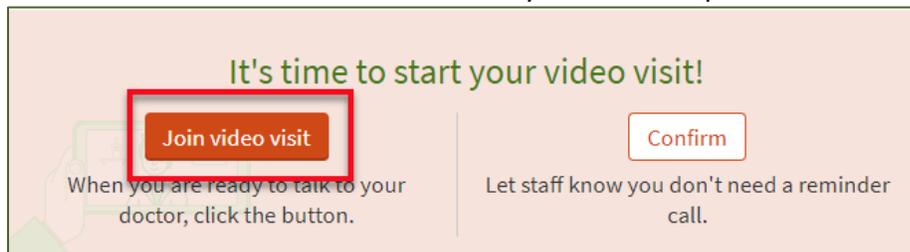
5. By selecting the **Join video visit** you will automatically be brought into the virtual waiting room and be ready for your provider.

During the Visit

1. When Epic Video Client opens, you will see the following based on how you have started the visit. This is your "waiting room".
   a. Computer: Mobile:

2. You will sit in the "waiting room" until the provider launches the video.
   a. You can begin the visit up to 30 minutes before your scheduled telemedicine visit.
   b. As soon as you log into the "waiting room" the provider and office staff are notified on their schedule that you have arrived.
   c. Providers will use this notification to know when you are waiting and have begun your visit.
3. Your provider can also log into the visit up to 30 minutes before the scheduled visit time.
   a. You can log in and begin your appointment with your provider.
4. As soon as the provider begins the visit, your screen will update and you will be able to see your provider.
5. If at any point after you click **Join video visit** you lose connection or need to restart the video, you can do so for up to two hours after the scheduled visit time.
6. At the end of the visit, click **Leave Call**.