




Telemedicine Visit Quick Step Guide for Patients

This document can be used to quickly walk you through the steps of your upcoming Telemedicine visit. For more details and instructions including troubleshooting tips and detail screen views, please also review our **Patient Guide for Telemedicine at Mercy**, available on your MyChart.

Before the Visit

- If you are scheduled for a Telemedicine visit you will have to have an activated MyChart Account
- There are set up items for you to do in advance, and you will be starting the visit right from your MyChart Account

Pre Visit Preparation

1. Prior to your Telemedicine visit, you should do the following to ensure a smooth connection
2. If you will be 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
 - b. Make sure you have installed Adobe Flash Player with the most recent updates
 - c. Make sure you have downloaded the **Zoom Client for Meetings**
 - i. Zoom download location: <https://zoom.us/download>
 - d. Test your video, audio and network connections at <https://zoom.us/test>
3. If you will be using your Phone for the Telemedicine visit:
 - a. You will need to download the Zoom App **prior** to starting the visit
 - b.  **ZOOM Cloud Meetings** is the name of the App
4. Next, you should log into your MyChart Account
 - a. Log into MyChart
 - b. Select the **View Instructions for your Appointment** section

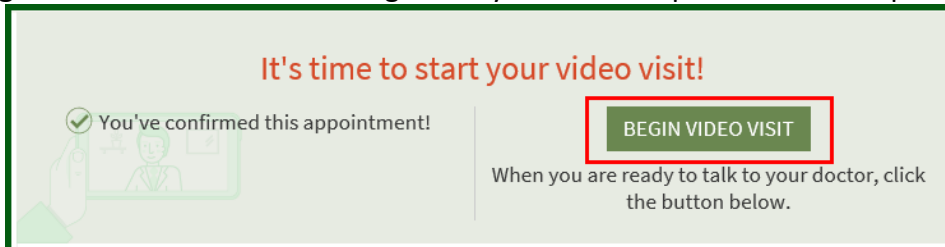
ECheck-in

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 any Consents and documents
3. Each step will ask you to check a box if the information is correct and then you select **Next** on each page
4. 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
 - c. At the bottom of the form, you will see a Signature box
5. 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
 - a. Either via computer with video capabilities or via Mobile App
5. Open the **View Instructions for your Appointment** section
3. The **Begin Video Visit** button will be green if you have completed all the steps

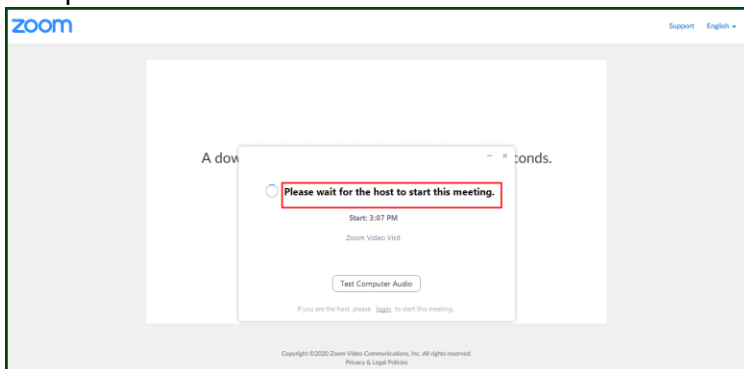


4. By selecting the **Begin Video Visit** you will automatically be brought into Zoom Client and be ready for your provider

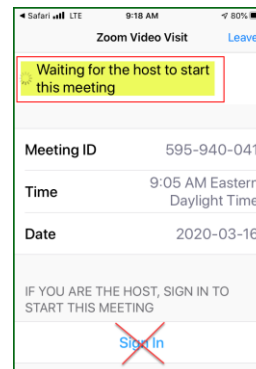
During the Visit

1. When Zoom opens you will see the following based on how you have started the visit, this is your "waiting room"

- a. Computer:



- a. Mobile:



- b. **Important:**

- i. **You will NOT need a User ID or Password or need to Log In/Sign In to Zoom**
 - ii. If you see these features, you can simply ignore them
2. You will sit in the "waiting room" until the Provider launches the Video
 - a. You can begin visit up to 30 minutes before your Telemedicine Scheduled visit time
 - b. As soon as you log into the "waiting room" the Provider and office are notified on their schedule that you have Arrived
 - c. Providers will be using this notification to know when you are waiting and have begun the visit
 3. Your Provider can also log into their visit up to 30 minutes before the scheduled visit time
 - a. You could log in and see the Provider right away with no wait if this is the case
 4. As soon as the Provider starts their side of the visit your screen will update and you will be able to see your Provider
 5. If at any point after you click **Begin Video Visit** you lose connection or need to restart the video, you can do so up to 2 hours after the scheduled visit time.
 6. At the end of the visit the Provider will end the meeting for both of you and your visit will be complete.