

Key Video Visit Information for Patients

What is a Video Visit?

Through Video Visits, you can save time traveling to and waiting in the doctor's office by video conferencing with your doctor instead. It is a quick, convenient way to communicate with medical professionals contributing to your care. Video Visits require a strong mobile internet or Wi-Fi connection and will be scheduled by your provider's office.

How does a Video Visit work?

To have a video visit, your provider's office will send you a link to a secure Zoom video session. You will either receive the link in myChart or via email. If you do not have myChart, please provide your email address to the provider. Ten minutes before your scheduled appointment time, please click on the link.

On a Mobile Device (Visual Guide Below):

1. Download the Zoom App ([Apple](#) or [Android](#))
2. Go to zoom.us/test and click Join
3. Allow Audio and Video
4. Click on link in myChart/email 10 minutes prior to appointment
5. Once in meeting, ensure that video and audio are unmuted.

On a Laptop or Desktop Computer (Visual Guide Below):

1. Ensure that your computer has a camera and speakers/microphone
2. Go to zoom.us/test and click Join
3. Click Open Zoom Meetings or Join from Browser
4. Click on link in email 10 minutes prior to appointment (note: please use myChart to correspond with us – our team may not be able to respond to email)
5. Once in meeting, ensure that video and audio are unmuted.

Technology Requirements

Supported devices include:

- iOS Devices (iPhone or iPad) – Download the Zoom app from the Apple App Store
- Android Devices (Phone or tablet) - – Download the Zoom app from the Google Play Store
- Laptop or desktop with a microphone and web camera

To test whether Zoom works on your device, please go to Zoom.us/test.

Important Information

For a successful visit, you must have an 4G LTE or 5G Mobile internet or Wi-Fi connection and be in a private, well-lit room. Visits will not function without a strong signal.

Please contact your provider's office to cancel or re-schedule your video visit.

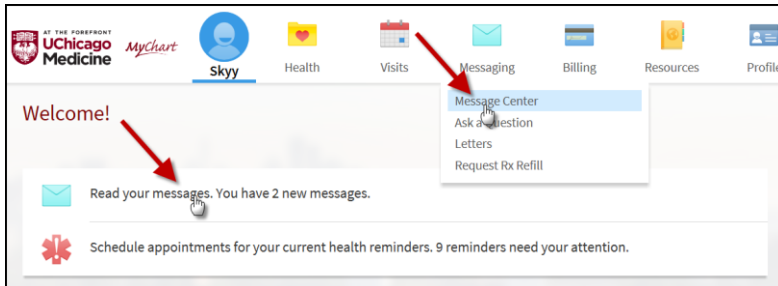
If you are having technical challenges, please let your provider's office know and they can reschedule the appointment or convert it to a telephone visit.

Note: These are billed services, similar to an in-person visit.

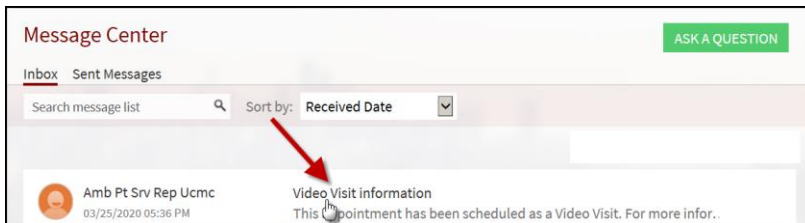


MyChart Step-by-Step

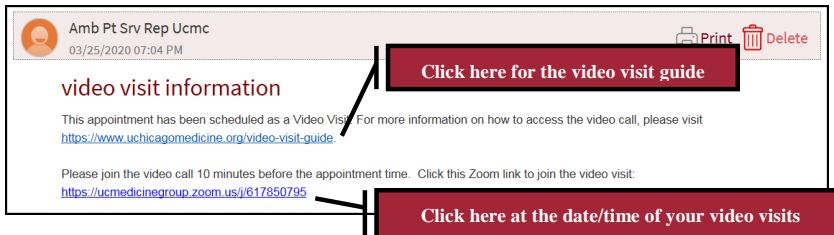
1. Log into your MyChart account.
2. Click either the link to read your messages or the Message Center drop down option.



3. Click to open the message in your Message Center.



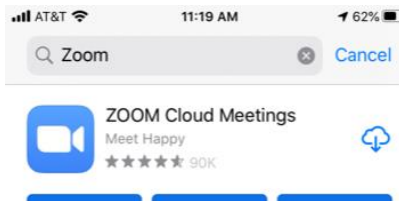
4. View the details of the message. You're provided with 2 links: 1 link for helpful guide (details below) on UCM video visits & 1 link for the Zoom video conference call to use at the date & time of your scheduled appointment.



Zoom Mobile/Tablet Device Step by Step

1. Download the Zoom App ([Apple](#) or [Android](#))

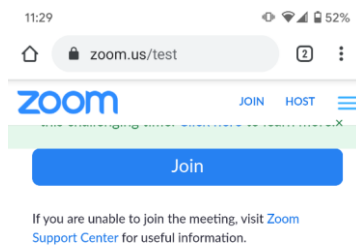
Apple



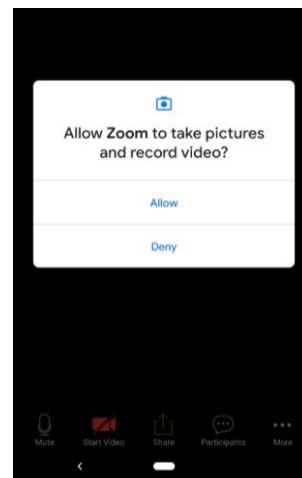
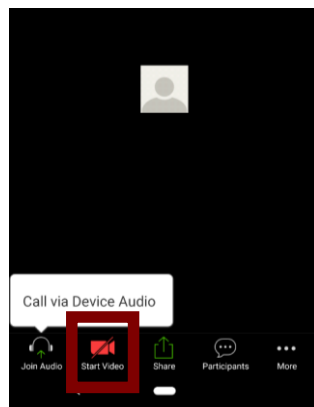
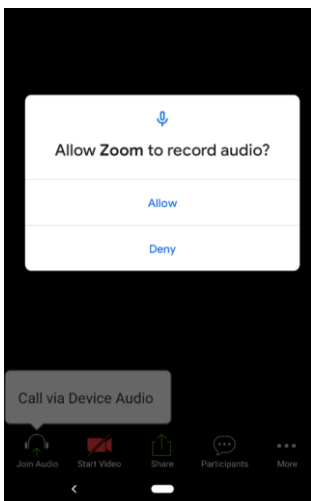
Android



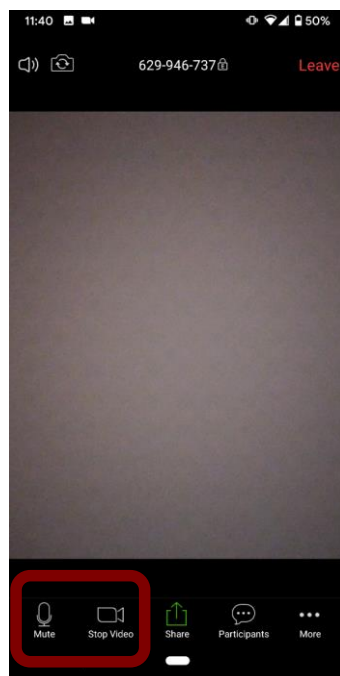
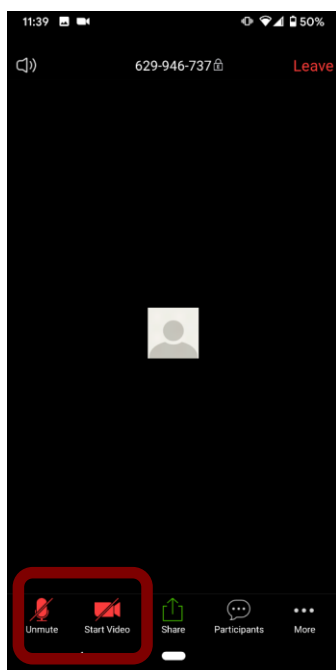
2. Go to zoom.us/test and click Join



3. Allow Audio, Click the Camera Icon and Allow Video (note that different devices will have slightly different appearances)



4. Click on link in myChart/email 10 minutes prior to appointment. Please wait in the meeting until you here a staff member join.
- 4.5. If you are prompted to enter a password to join the meeting, please contact the practice staff for assistance.
- 5-6. Once in meeting, ensure that video and audio are unmuted, by clicking the headset icon and the camera icon. *Note: If you cannot see the options to mute/unmute, lease tap once in the middle of your screen and they will appear.*

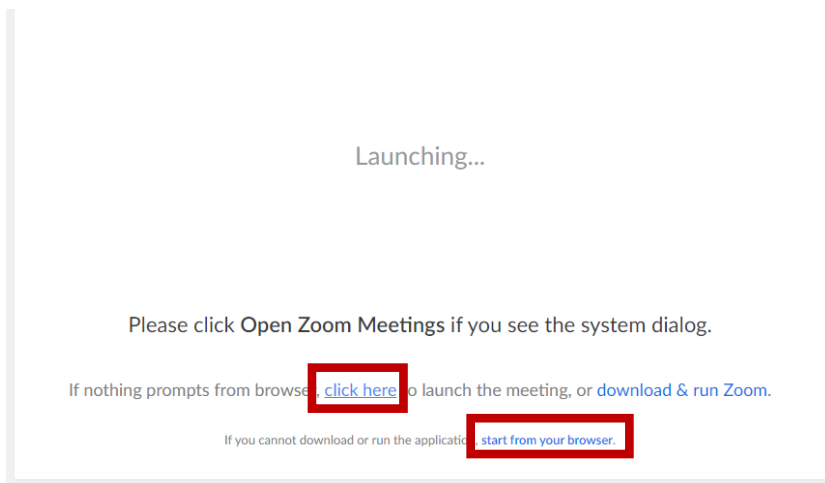


- 6-7. Note: you may receive a note that the Host is in another meeting or that they will admit you into the waiting room. Please stay on the call until your provider joins.

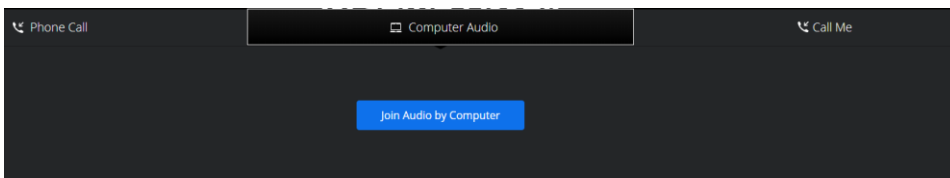
Laptop/Desktop Step by Step

~~7.1.~~ Click on link in myChart/email 10 minutes prior to appointment. Please wait in the meeting until you here a staff member join.

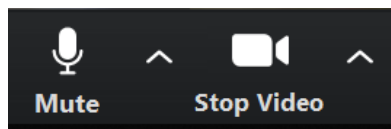
~~8.2.~~ Click “Click here” and then “start from your browser”



~~9.3.~~ Select your preferred Audio Option (phone call or computer audio):



~~10.4.~~ Ensure Audio and Video are enabled in the bottom left corner (they are enabled if you see these icons below)

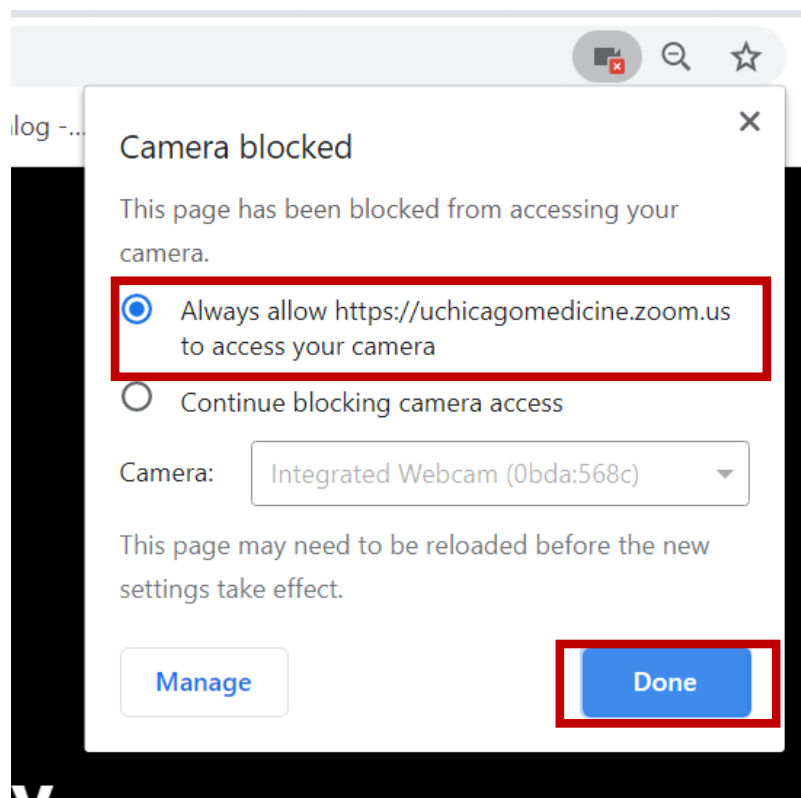


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11.5. Note: depending on your settings you will need to allow your camera and audio. In google chrome, you can do so by clicking on this icon in the URL address bar:

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12.6. Note: you may receive a note that the Host is in another meeting or that they will admit you into the waiting room. Please stay on the call until your provider joins.

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Terms and Conditions for Video Visit

During the COVID-19 (coronavirus) public health emergency, UChicago Medicine is offering video and other virtual visits for your convenience and to reduce the risk of spreading COVID-19 by limiting in-person appointments.

A link and instructions for the video visit will be sent to you via MyChart or via email. At the time of your appointment, you will open an application on your smartphone, tablet or computer that has internet access and a camera. A staff member from UChicago Medicine will also open the application, and you'll be able to talk and see each other. Your provider will join shortly after to conduct the video visit.

You will be asked to verify your name, date of birth, and location for your provider. You will also be asked by your provider to verbally consent to the video visit.

Please make sure that you are located in a private, secure, and uninterrupted environment during the video visit.

If the patient is a minor under the age of 18, or unable to provide consent himself/herself, consent must be obtained from the patient's parent or other authorized representative. The parent or other authorized representative may need to remain with the patient throughout the video visit or be present for key portions of the visit.

Despite the benefits of the video visit, you should understand that there are potential risks to conducting video visits.

Video visits are not designed, intended or appropriate to address emergency or life threatening medical conditions and should not be used in those circumstances. For medical emergencies, call 911 or contact your nearest emergency room. During the COVID-19 public health emergency, it is important to call ahead before seeking in-person medical care to receive instructions for how to best protect yourself and others.

Virtual care services, such as video visits, are limited in nature. Not all medical services may be provided virtually. It is possible that your provider will determine not to give a diagnosis or treatment, or not to proceed with the video visit, and instead, may recommend that you schedule an in-person visit. You may also decide to end the video visit at any point and contact your provider's office to schedule an in-person visit.

Because you and your provider will be in separate locations, it is especially important that you fully describe for your provider your medical history, conditions, and symptoms. Your provider will enter information from your video visit in your medical record.

Since technology is being used to conduct the visit, there is always the risk of interruptions, unauthorized access, technical difficulties, and call termination. In the event of unexpected technical difficulties, the video visit may end unexpectedly and the examination/encounter may remain incomplete. If that happens, you should contact your provider's office to reschedule the video visit or convert it to a telephone visit. Alternatively, you may call to schedule an in-person visit.

You are responsible for scheduling or seeking any follow-up care recommended by your provider.



UChicago Medicine will bill your insurance for the cost of your video visit. If your insurance does not pay the full amount due, you may be responsible for the balance, including any copays or deductible. If you are uninsured or underinsured, you may be eligible for financial assistance. Please contact the Hospital Finance Assistance Representative at 773-702-6664.

UChicago Medicine's instance of Zoom used for your video visit is compliant with HIPAA, but UChicago Medicine cannot ensure the privacy or security of other video applications used. The use of other applications for this video visit is subject to the terms and conditions of that application. You may access our [Notice of Privacy Practices](#) for more information regarding our use of your medical or health information.

By commencing a video visit, you consent to assessment and/or treatment by UChicago Medicine via video visit.

