Patient Video Visit Checklist

The University of Chicago Medicine is excited to offer you the option to have a video visit with a member of your healthcare team.

It is important to prepare for your video visit to make sure your time on the call is well spent. Read this checklist, and go online for a short video that will help you be prepared for your visit. Go to: https://www.uchicagomedicine.org/video-visits

**Things You Will Need**

- A computer, tablet, or smartphone with an internet connection. If using a computer or tablet, have your phone with you in case your healthcare team needs to call you.
- A piece of paper and pen to write down your questions and take notes.
- Your medication bottles. Have them with you during your visit and note the ones that need refills.

**Things You Might Need**

- If you have the needed tools, you can take your own vital signs like your temperature, heart rate, blood pressure, oxygen level, weight or blood sugar.
- If you check your blood sugar or blood pressure on a regular basis, have a list of the dates and times of your readings.
- It may be helpful to have a trusted person help you during your visit. If you want someone to be in your visit but they are not with you, share your visit link so they can join by video.
- If you need to show your healthcare team pictures or documents, send those ahead of time with MyChart messaging.
- Headphones may be helpful for your visit to lessen outside noise.

**A Few Days Before Your Visit**

- If you are planning to use your phone for your video visit, download the free Zoom app before your visit. You do not need to make an account on Zoom to use it.
- Find a good space for your visit.
  - Use an area with good lighting, but not one that has a window behind you.
  - Make sure your space will be quiet for the whole visit. Silence phones and TV.
  - Make your space is private so you can talk about your personal information or show parts of your body during the exam.
- Write down your questions ahead of time.
- Let your clinic know if you need language translation services.
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## Before Starting Your Visit

- Carefully follow the instructions sent to you by email or MyChart message on how to start the video visit.
  - Click on the link to begin your video visit 10 minutes before your appointment.
  - If your healthcare team is running late, please wait for them to join. Call the clinic if the wait becomes too long or you need to make an appointment for another time.
  - If you get disconnected, restart the visit by clicking on the same link or wait for your healthcare team to call you.

- Get Your Device Ready:
  - If using a smartphone or tablet, lean it on something so it does not move.
  - Close any extra computer windows or programs on your device, they can cause problems with the video connection.

## Finishing Your Visit

- Ask your healthcare team when and how you should follow up.
- Use MyChart to send your care team messages or make follow up appointments.
- You may get a survey about your video visit. Your comments are very important to us as we work to improve the care we provide. You can also give feedback about your visit by calling our Patient and Family Insights department at (773) 834-0500 or by email at patientinsights@uchospitals.edu.

If you have questions or problems, call your healthcare team for help.