

North Memorial Health Video Visits Customer Guide

As your health family, North Memorial Health is committed to helping you and your family get and stay healthy. To ensure that you get the care you need when you need it, we offer video visits. Below is a quick guide to help you get connected.

To participate in a video visit, you will need the following:

- Access to the internet from a private/secured source
- A home computer or mobile device
- Camera and microphone on your device (computer, tablet, smartphone)

Connect with Your Provider

You can connect one of two ways—through **MyChart** or if you do not have MyChart, North Memorial Health will email you a **meeting link** during check in.

MyChart customers:

Access to your eCheck in and a video visit link will be available on the homepage and in the visit details section of your North Memorial Health MyChart account. You can complete your **eCheckin** 7 days prior to your Virtual Video Visit.

Customers not using MyChart:

On the day of your Virtual Video Visit, a North Memorial Health team member will contact you to complete your check in. At that time, you will receive an email with your video visit link.

1. Click the link in the email.
2. After the Hardware Test completes, click on **Join Call**.
3. If the provider is not already connected to the call, you will remain in a virtual waiting room until the provider connects.

Good To Know

- You may join the video visit up to 30 minutes before your scheduled appointment time.
- We ask that you are signed in and situated **10 minutes prior** to your appointment time to ensure you receive the most from your visit.
- Make sure to unmute your microphone, turn on your camera and test the audio capability on your computer/ device while you are in the virtual waiting room.

Tue 7/28/2020 10:44 AM
no-reply@northmemorial.com
Upcoming North Memorial Zoom Visit

To [redacted]

This message has extra line breaks.

As your health family, North Memorial Health is committed to helping you and your family get and stay healthy. To ensure that you get the care you need when you need it, below is a quick guide to help you set up for your scheduled appointment.

Appointment Date: 8/11/2020
Appointment Time: 11:45 AM

To participate in a video visit using Zoom, you will need the following:

- Access to the internet from a private/secured source.
- A home computer or mobile device.
- Camera and microphone on your device (computer, tablet, smartphone).

Connecting with your provider:

- Before connecting with your provider, you will need to download the Zoom application to your mobile or desktop device.
- Once you have Zoom downloaded, please click on your Zoom meeting link below to enter the virtual waiting room.
- Your provider will admit you into the meeting at your designated appointment time

Zoom meeting link: https://applications.zoom.us/j/telehealth?org_id=gr4gK_qLUSMGsr144mUp5IA&data-buApF62F1xkRPMMm1ek2RuW10EYF4uso26lGuYm%2F4747bogQf7xkfzifuWpGisYrkK1u9sAHKR13TUOpK8WgctDWAOQB%2fozVm3fiwG8%3D

Best Practices:

- We ask that you are signed in and situated 10 minutes prior to your appointment time to ensure you receive the most from your visit.
- Make sure to unmute your microphone and turn on your camera located at the bottom of the screen and test the audio capability on your computer/device while you are in the virtual waiting room.

*Questions? If you are experiencing any issues please call [redacted] and we will be happy to assist you.

Preparing for a Virtual Visit

What you need.



Charged device
such as a smartphone,
laptop or tablet.



Headphones or earbuds
to make it easier to hear.



List of medications
and your
medical history.



A quiet area
with good lighting.



At-home **blood pressure cuff** and **scale** to take your blood pressure, heart rate and weight measurements.



A flashlight if you have a sore throat, physical injury or skin problem so the provider can see the affected area.



Payment should a copay or other payment be required.



A way to **take notes**, digitally or on paper.

Be Prepared for Your Virtual (audio/visual) Visit

1. Take any of your vitals if you are able, such as:

- Temperature _____
- Pulse _____
- Blood pressure _____
- O2 (oxygen saturations) _____
- Weight _____
- Height _____

Please write them down and have them prepared for the nurse.

2. What is your goal for your **AUDIO** visit today?

3. When a **VIDEO** visit is needed, be sure to wear proper clothing so you are able to show the provider any problem area on your body, such as a rash.

We encourage you to share!

Take notes and consider sharing any suggestions as to how we could improve the virtual visit process.
