

North Memorial Health

Video Visits Patient 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)

You will receive an email or text, up to 7 days in advance of your appointment, with a link to **check in online**. You may complete eCheck-in at any time prior to your scheduled appointment. **Keep this email** for reference as you may need it to join the visit.

Connect with Your Provider

MyChart patients:

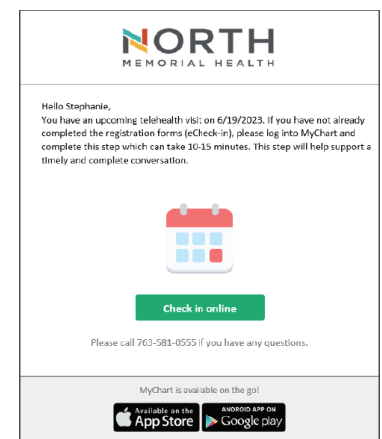
1. At least 10 minutes prior to your scheduled appointment, log in to your MyChart account.
2. Your scheduled video visit appears at the top of the homepage.
3. If you have not already completed eCheck-in, you will be required to do so now. Click the **eCheck-in** button to begin.
4. Click/Tap **Begin Visit**.
5. If prompted, allow your browser to access your device's microphone and camera. Then, complete a hardware test to ensure your device's camera, microphone and speakers are working. Click **Join Call**.
6. If the connection is successful, you'll be placed into a virtual waiting room. Your provider will be with you shortly!

Patients without a MyChart account:

1. You will receive a meeting link via email or text. At least 10 minutes prior to your scheduled visit, click the link to get started.
2. You will be taken to the MyChart homepage. Your visit details will appear at the top of the page.
3. If you have not already completed eCheck-in, you will be required to do so now. Click the **eCheck-in** button to begin.
4. Click/Tap **Begin Visit**.
5. If prompted, allow your browser to access your device's microphone and camera. Then, complete a hardware test to ensure your device's camera, microphone and speakers are working. Click **Join Call**.
6. If the connection is successful, you'll be placed into a virtual waiting room. Your provider will be with you shortly!

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.



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.
