

New to Video Visits? Tips for First-Time Patients

Getting Ready for the Video Visit

With video visits, you can receive care wherever you are that is personalized to you and your space, all while keeping yourself safe at home.



Device

- Charge your device (smartphone, tablet, or computer) or have a charger nearby
- Download or update the browser (click the link to check) or mobile app (MyHealthOnline)
- Optional: Use headphones for better sound quality



Environment

- Find a space with light so your face is clearly visible
- Limit distractions
- Make sure that you are comfortable and can speak privately
- Use your car if privacy is limited – check connectivity (*A fellow patient tip**)



Video Feed

- Check your internet speed (over 1.2MBPS) <https://www.fast.com>
- Be patient – technical difficulties are common; we will work with you!
- Optional: Dial in using your phone for better audio if using Webex or similar app



Experience

- Ask questions if you are concerned about or new to video visits
- Feel free to show your medicine cabinet, space, or routine for personalized advice
- Prepare questions and take notes

If you experience technical difficulties before or during the visit, message your care team through MyHealthOnline.

During the Video Visit

1-5 Minutes • Waiting room

You may be placed in a 'waiting room' until the doctor is ready to admit you into the visit. If you have waited 10-min past the appointment time, please message your care team via MyHealthOnline that you are waiting.

3-5 Minutes • Collect background information

The doctor will confirm your 1) identity, 2) call-back number, 3) location, and 4) consent to using this video visit platform for your visit.

5-10 Minutes • Learning about your concerns

You and your doctor will proceed with the visit, discussing the reason for your visit and care options.

Troubleshooting

Technical difficulties are common – we will do our best to connect you. Here are some troubleshooting options:

- Try updating your app/browser or re-entering the visit
- Let your care team know through MyHealthOnline
- If issues persist, the care team will call to discuss options

Optional

Feel free to show your space or what you are eating or taking for medicine. One advantage to video visits is being able to show how you are managing your condition now.

Concluding your video visit

After the visit, you should receive an After-Visit Summary through MyHealthOnline as with any doctor's visit.