

## **Video Visit Preparation for Patients**

This document is meant to supplement the instructions you received as part of scheduling your video visit. You should be somewhat computer literate to complete this successfully. If you are not, you should try to use it. If successful, it will give you another option for your health care.

Contact our office (704 987-7970) to determine if a face to face appointment is required for your health issue. In most cases a face-to-face is the best option for proper care. In some cases, a video visit may be appropriate. The patient may request a video visit but it will be the Doctor/Nurse Practitioner who will approve scheduling it.

**Video visits are billed as if you were in our office. We will bill your insurance and send you a bill as appropriate.**

If a video visit is scheduled, the patient MUST have a MyChart account. Our receptionist can set that up for you if needed.

**What device should I use for a virtual visit?** It will work with nearly all devices that have access to the internet, have a camera, audio output, and microphone. A laptop or PC is best but smart phones and tablets work as well.

### **Scheduled Video Visits Set up**

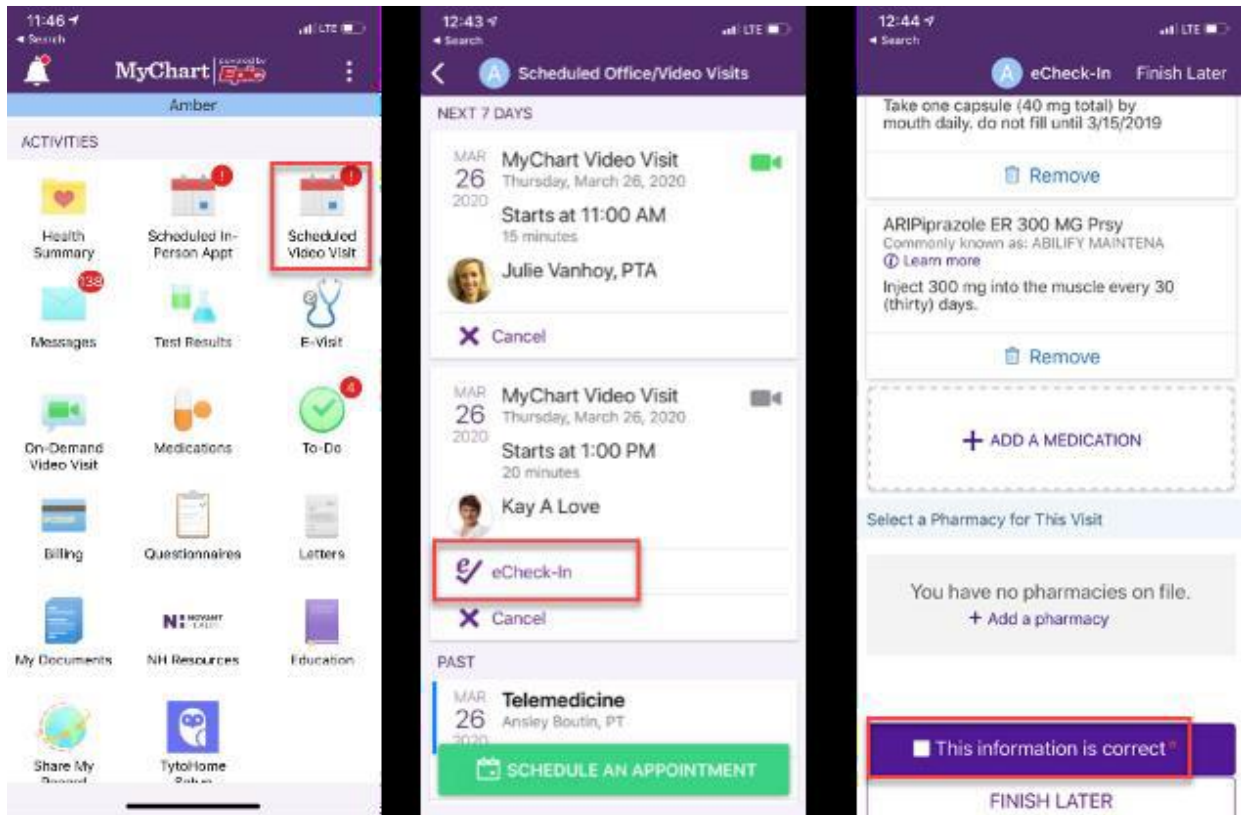
1. Turn off Pop Up Blockers (See instructions below).
2. For Mobile Device Use:
  - Download Zoom Cloud Meetings and MyChart apps for Novant on either your phone or your tablet (iPhone/iPad - AppStore, Android - Google Play). Zoom enables face-to-face video conferencing.
  - When first using the MyChart account for a video visit, the device will ask if you want to allow the MyChart program to use the camera and the microphone –click Yes or Allow for the video visit service to work.

### **Scheduled Video Visits : Apple, Android and Computer**

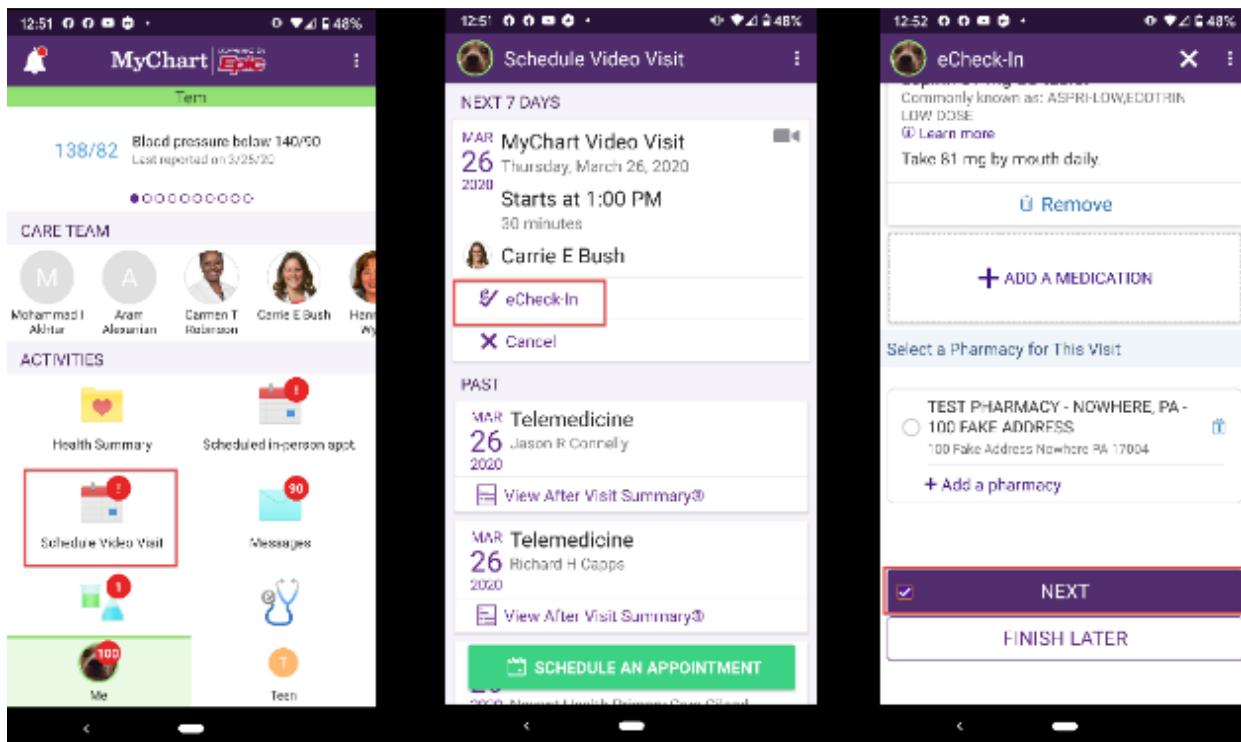
#### **By mobile phone**

1. Ten minutes prior to visit, sign in to MyChart via [www.nhmychartcc.org](http://www.nhmychartcc.org)
2. Select the **Scheduled Video Visits Icon**. If you do not see it, select the calendar icon. The visit should be readily apparent. DO NOT select the links that say e-visit or schedule a video visit.
3. Select the appropriate visit from the Upcoming Appointments screen.
4. Complete the eCheck-in and follow prompts and update fields as needed.

## Apple



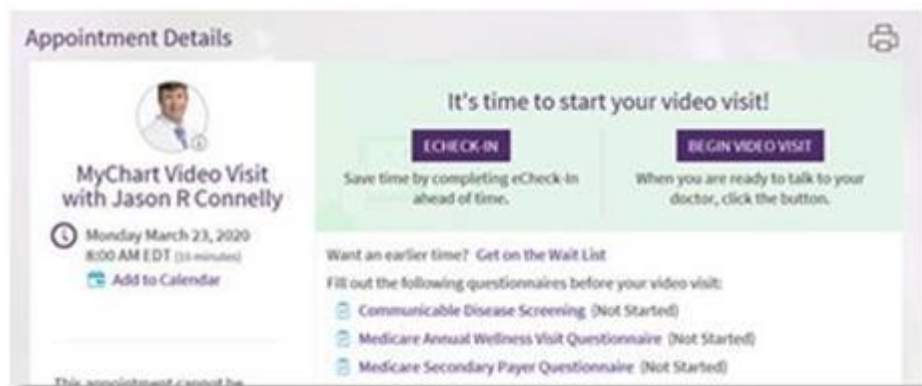
## Android



5. The Begin Video Visit button will activate and turn purple.
6. Five (5) minutes before your appointment, please call our office at 704 987-7970 to advise us that you are ready. Click Begin Video Visit.
7. "Waiting for provider" will display until the provider joins the video visit.

#### By Computer:

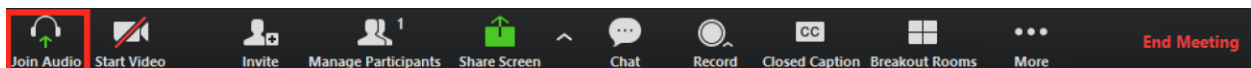
1. Ten minutes prior to visit, go to nhmychartcc.org
2. Click the Sign In button.
3. Enter in MyChart username and password and click Sign In.
4. From the homepage, click "View instructions for your appointment..."
5. Click the Test Hardware button to ensure the webcam and microphone are functioning correctly.
6. Complete eCheck-In, once completed the Begin Video Visit button will turn purple.
7. Five (5) minutes before your appointment, please call our office at 704 987-7970 to advise us that you are ready. Click Begin Video Visit.



8. A pop-up message when you first connect that requests permission to access your camera and microphone. Click Allow.
9. "Connected, waiting for provider" will show until the provider signs into the video visit.

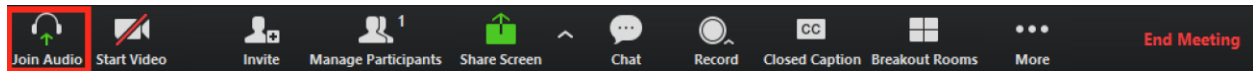
#### Zoom

After joining zoom meetings, patients will be prompted to join the audio automatically. If this prompt does not appear or the patient closes out of it, click Join Audio in the meeting controls. Using the devices camera and microphone is the preferred option. The microphone/headset and video camera icons should not have the bar thru them. If they do click the icon. The bars should clear and the camera/microphone should be live.



Join meeting audio by phone instead of computer audio:

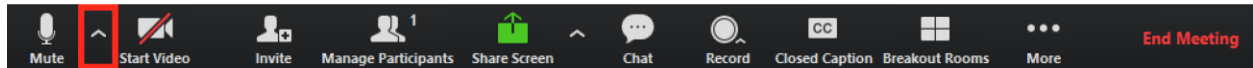
1. Join Audio in the meeting controls.



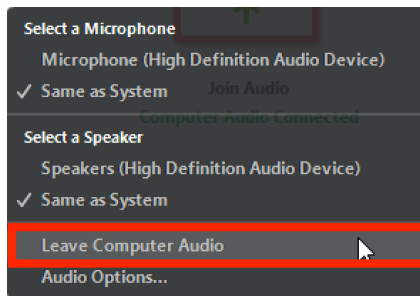
2. Click Phone Call.

Note: If patient joined computer audio automatically, you can leave the computer audio and join by phone.

1. Click the arrow next to Mute/Unmute.



2. Click Leave Computer Audio.



3. Click Phone Call and follow the prompt

## Pop-up Blockers – Apple, Android and Computer

Turning pop-up blockers off during video visits will allow for a smoother, uninterrupted video visit.

### Apple:

1. Open up your Settings.
2. Scroll down to find Safari.
3. If your Block Pop-ups button is on (green). Turn it off (gray).

### Android:

1. Go to Chrome.
2. Click on Settings.
3. Click on Advanced.
4. Click on Site Settings.
5. Turn Pop-ups and redirects to Allowed (blue) by clicking on the button.

### Computer:

1. Click the pop up blocked notification.
2. Allow pop ups from this website.