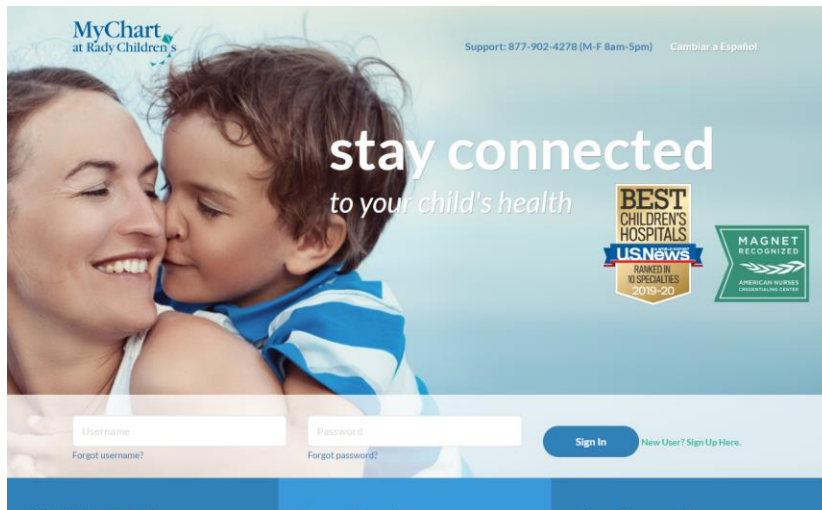


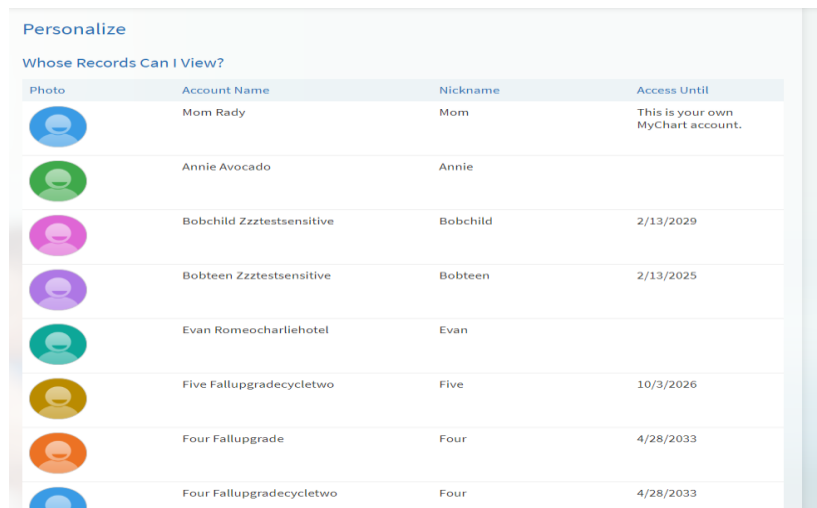
Join a MyChart Home Telemed Visit by Computer

Overview: This tip sheet will walk you through the process of connecting to a telemedicine visit with your provider through a web browser (using a laptop or desktop computer).

1. When you are ready to start your visit, log into MyChart

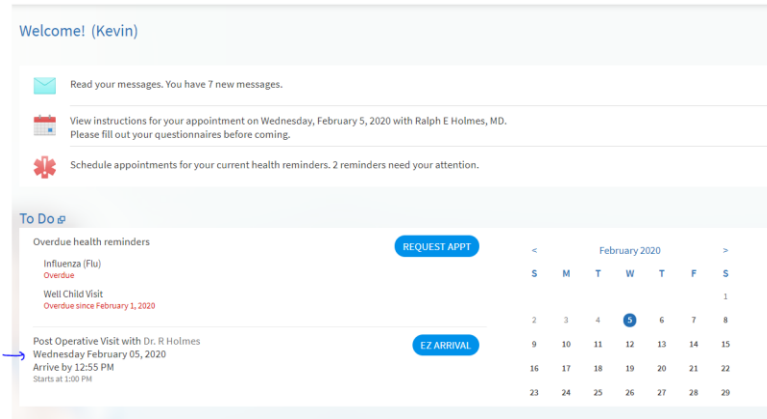


2. Select your child and accept the Proxy Access Disclaimer:



3. Under the "To do" you will see your appointment. Click on the blue "EZ Arrival" button.

Epic Tip Sheet



- Some departments will require a questionnaire to be completed. If this is needed, you will be automatically prompted to fill out the questionnaire. Please fill out the questionnaire now, not later. The information you provide will be reviewed during your visit. Once you have answered the questions, click “continue”.

Pre-Visit Questionnaire Plastic Surgery
For an upcoming appointment with **Dr. R Holmes** on 2/5/2020

* Indicates a required field.

* What is your biggest concern you would like to have addressed today?

Did you send the pre-visit photos?
If not, you can attach it as a message in MyChart either from the website or from the mobile app and send it in.
Yes No

* Have there been any changes in medications since your last visit?
If yes, please explain in detail. If no, please type No.

* Is your child in any pain?
If yes, please explain in detail. If no, please type No.

- After you click “continue,” you can review your answers to the questionnaire. Click “SUBMIT.”

Pre-Visit Questionnaire Plastic Surgery
For an upcoming appointment with **Dr. R Holmes** on 2/5/2020

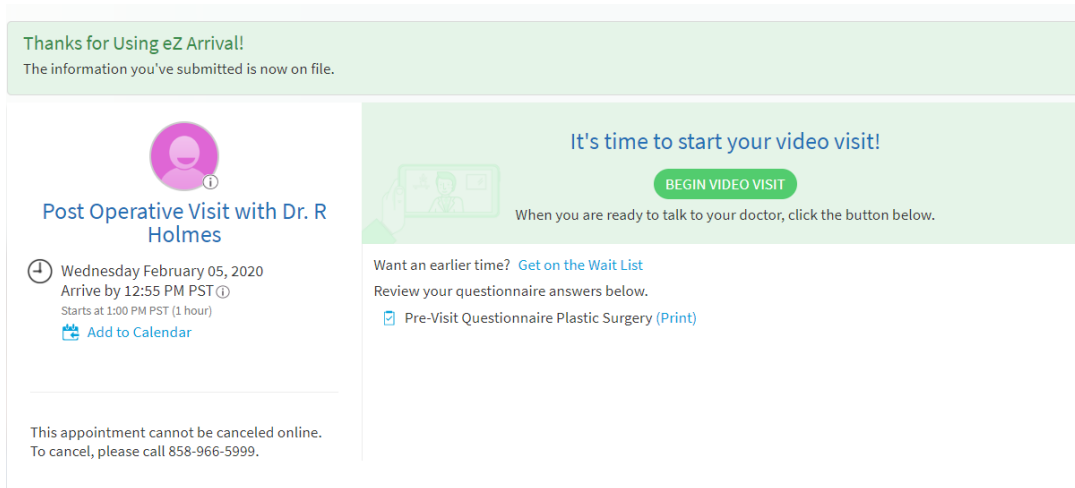
Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.

Question	Answer
What is your biggest concern you would like to have addressed today?	Nevus
Did you send the pre-visit photos?	Yes
Have there been any changes in medications since your last visit?	No
Is your child in any pain?	no
Have there been any changes to your child's health since your last visit?	no
Are there any upcoming doctor visits or procedures that we need to know about?	no
Have there been any changes to your insurance since your last visit?	no

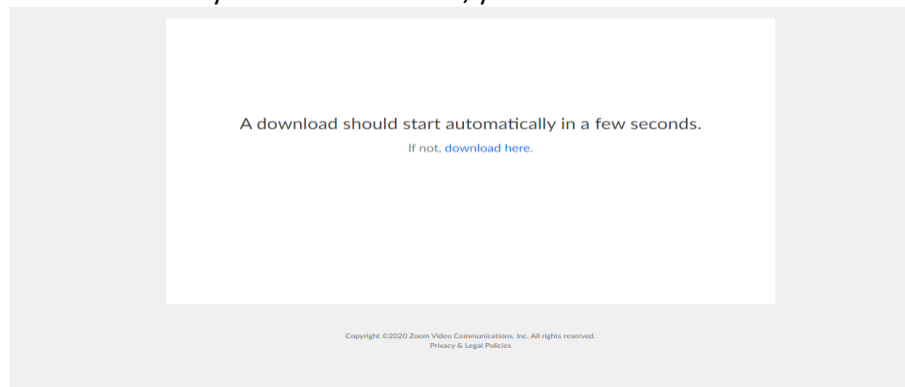
BACK SUBMIT FINISH LATER CANCEL

Epic Tip Sheet

- Now, a green “BEGIN VIDEO VISIT” button will be displayed. Click on this button when it is time to start your appointment. In browser mode, this will open a new tab.



- You will be redirected to the Zoom website and Zoom will automatically begin to download. If it doesn't start automatically after a few seconds, you can click on the “download here” link.



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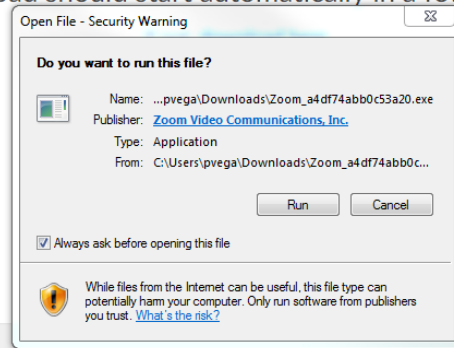


[Show all](#)

- Once Zoom has been downloaded, you will see the file appear at the bottom left of your screen. Click on it once. A pop-up window will open asking to run the file. Click “Run.”

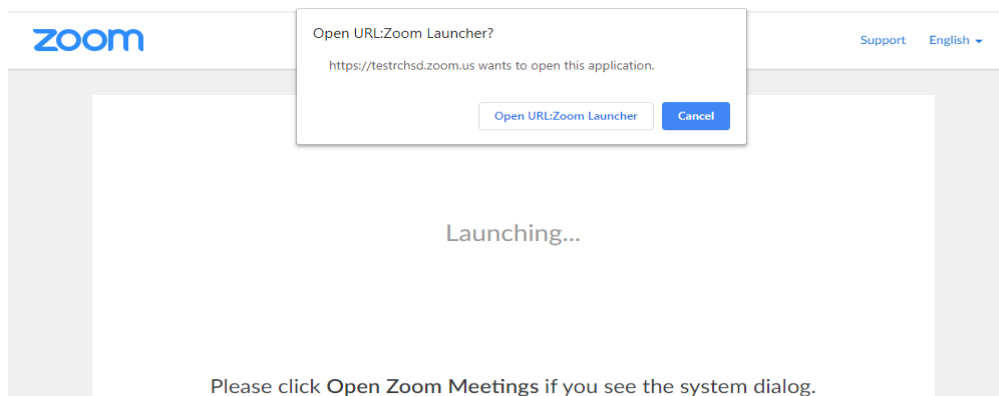
Epic Tip Sheet

download should start automatically in a few seconds.

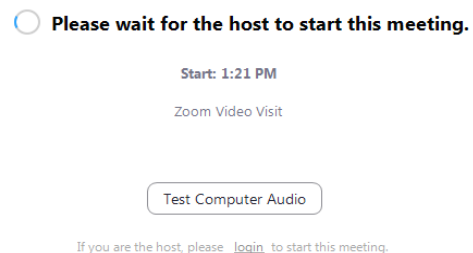
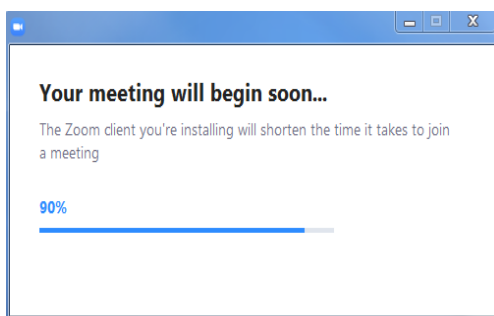


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9. If you have previously used Zoom you may be asked to open a previous URL. Click "Open."



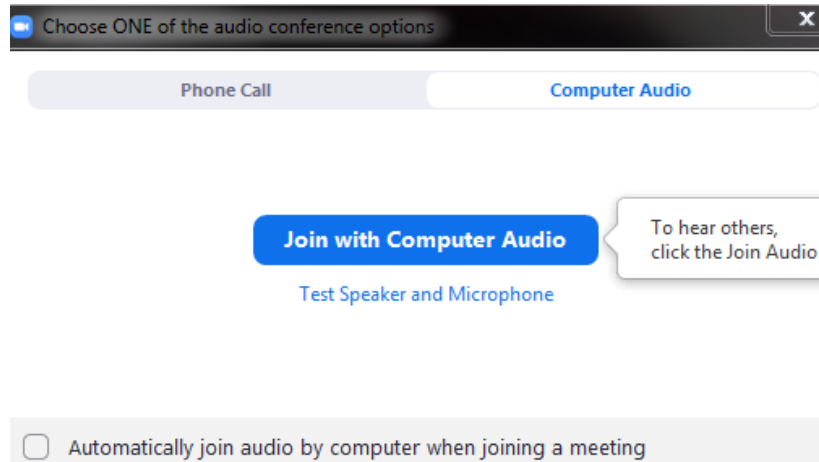
10. Once you have downloaded and clicked "run" you should see confirmation windows that look similar to these:



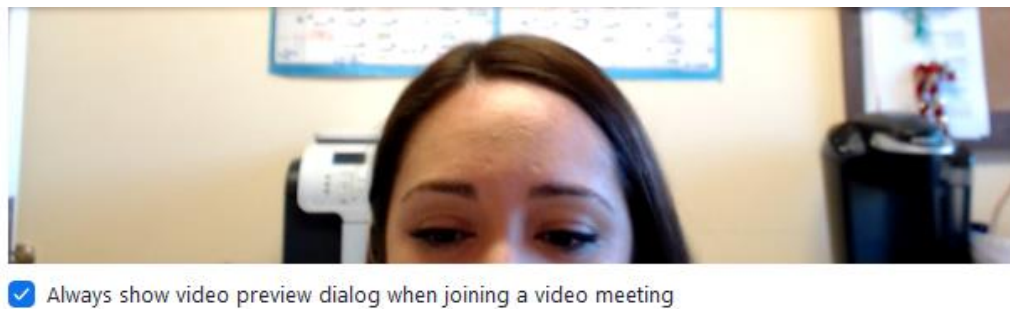
11. It may take a few minutes for the provider to join the visit. Please do not close or exit any of the windows. *Please DO NOT login as the host to start the meeting. This will cause an error.*

Epic Tip Sheet

12. Once the provider logs in, you'll be asked to join with audio. Please select "computer audio." This will allow the provider to hear you.



13. When prompted again, please select "Join with Video." This will allow the provider to see you.



14. You are now connected with the provider and can complete your visit.
15. After the visit is over, you will receive a short Post-Visit Satisfaction survey via MyChart. Your feedback on how the video visit went is important to us and we will use the information to improve our Home Telemedicine services.