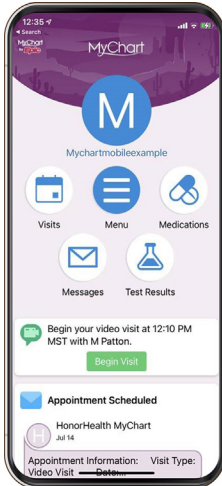


# VIDEO VISITS: WHAT YOU NEED TO KNOW

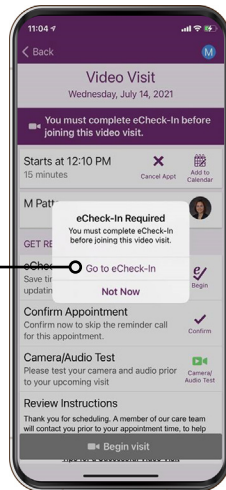
HONORHEALTH®

1

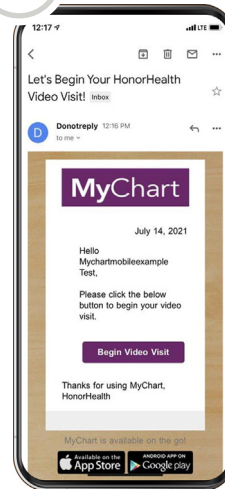


**Access your appointment through MyChart.** If your appointment is coming up within the next two hours, click on the Begin Visit button. (If your appointment is more than two hours away, you won't be able to click on this button just yet.)

Follow the on-screen prompts to complete eCheck-In.



or



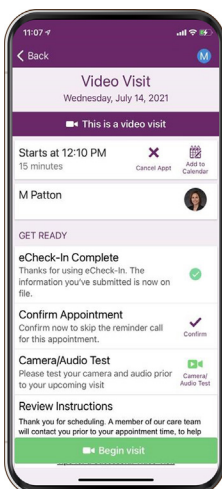
## Technology you will need



A computer, tablet or phone with a camera and microphone

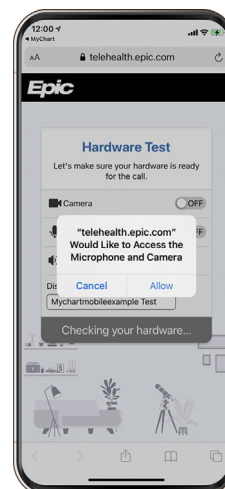
**Access your appointment by email.** If you don't have MyChart, have not completed the eCheck-In process at the time of your visit, or are having difficulty accessing your appointment, you'll be emailed a direct link from your provider. Click on the Begin Video Visit from within the email.

2



**Click on the Camera/Audio Test button** or tap on the Begin Video Visit button again to test your hardware. You must complete the hardware test before you can join the video visit.

3

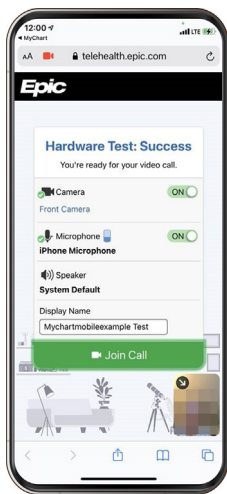


**Allow "telehealth.epic.com" to access your microphone and camera.**

Continue on reverse side →

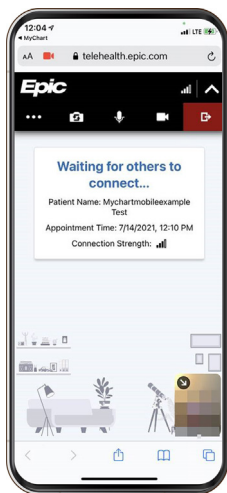
# VIDEO VISITS: WHAT YOU NEED TO KNOW

4



Once you've successfully completed the hardware test, **click on Join Call**.

5



**You'll be placed in the Virtual Waiting Room.**

Wait here and your provider will be with you shortly!

## Tips for a successful video visit

- ✔ Complete eCheck-In and your hardware test, both of which must be done before you can start your video visit. You can complete eCheck-In up to seven days before your visit.
- ✔ Do not drive during your video visit. If you are driving during a video visit, your provider will end the visit immediately for your safety.
- ✔ Be sure you have a strong WiFi or LTE connection.
- ✔ Make sure your space is private, so you can discuss personal medical information.
- ✔ Sit in a well-lit room so your provider can see you well.
- ✔ Have your blood pressure cuff, thermometer and medications close by, as needed.
- ✔ Refresh your screen if you experience any audio or visual problems.
- ✔ Avoid switching to other apps while you're on hold.
- ✔ Turn off background television or radio noise.
- ✔ Write down any questions for your provider before your visit.
- ✔ Have paper and a pen ready so you can take notes.

## To schedule a video visit

Go to [HonorHealth.com/appointments](https://HonorHealth.com/appointments)  
or call **623.580.5800**

For more info on video visits, see  
[HonorHealth.com/videovisits](https://HonorHealth.com/videovisits)

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