

# Patient Video Visit Checklist

**You have an upcoming video visit with a UChicago Medicine healthcare team member.**

The University of Chicago Medicine is excited to offer you the option to have your video visit using MyChart.

**We are no longer using Zoom for video visits.** We now have video visits done directly from MyChart using ExtendedCare Cloud.

You do not need to have a MyChart account to start your video visit. However, we believe that patients who sign up for MyChart will find it very easy to use. **If you do not have a MyChart account, you can sign up at [mychart.uchospitals.edu](https://mychart.uchospitals.edu) or by calling 1 (844) 442-4278.**

If you do not have MyChart, you will get an **email with a new link** to access your video visit. If you have MyChart, you will get a **MyChart message** to access your video visit. **Use the new link to access your video visit.** Do not use any Zoom links that have already been sent to you.

You may use a smartphone, tablet, or laptop with a webcam for your video visit.

It is important to prepare for your video visit to make sure your time on the call is well spent. Read this checklist and go online for a short video that will help you be prepared for your visit.

Go to: <https://www.uchicagomedicine.org/video-visits>

**If you have any questions, please call your care team for help.**

## Things You Will Need

- A computer, tablet, or smartphone** with an internet connection. If using a computer or tablet, have your **phone with you** in case your healthcare team needs to call you.
- A piece of paper and pen** to write down your questions and take notes.
- Your medication bottles.** Have them with you during your visit and note the ones that need refills.

## Things You May Need

- If you have the needed tools, you can take your own vital signs like your temperature, heart rate, blood pressure, oxygen level, weight or blood sugar.
- If you check your blood sugar or blood pressure on a regular basis, have a **list of the dates and times of your readings.**
- It may be helpful to have a **trusted person** help you during your visit. If you want someone to be in your visit but they are not with you, **share your visit link** so they can join by video.
- If you need to show your healthcare team pictures or documents, **send those ahead of time with MyChart messaging.**
- Headphones may be helpful for your visit to lessen outside noise.

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## A Few Days Before Your Visit

- If you are planning to use your phone for your video visit, **download the free ExtendedCare Cloud app** for your [Apple](#) or [Android](#) mobile phone before your visit. Complete the Self-Test to be sure audio and video are working.
- Find a good space for your visit.**
  - Use an area with **good lighting**, but not one that has a window behind you.
  - Make sure your space will be **quiet** for the whole visit. Silence phones and TV.
  - Make sure your space is **private** so you can talk about your personal information or show parts of your body during the exam.
- Write down **your questions** ahead of time.
- Let your clinic know if you need **language translation services**.



ExtendedCare Cloud  
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## Before Starting Your Visit

- Carefully **follow the instructions sent to you by email or MyChart message** on how to start the video visit. Step by step instructions are shown on pages 3 and 4.
  - Click on the **link** to begin your video visit **15 minutes before your appointment**.
  - If your healthcare team is late, **please wait** for them to join. Call the clinic if the wait becomes too long or you need to make an appointment for another time.
  - **If you get disconnected**, restart the visit by clicking on the same link or wait for your healthcare team to **call** you.
- Get Your Device Ready:**
  - If using a smartphone or tablet, **lean it on something** so it does not move.
  - **Close any extra computer windows or programs** on your device, they can cause problems with the video connection.

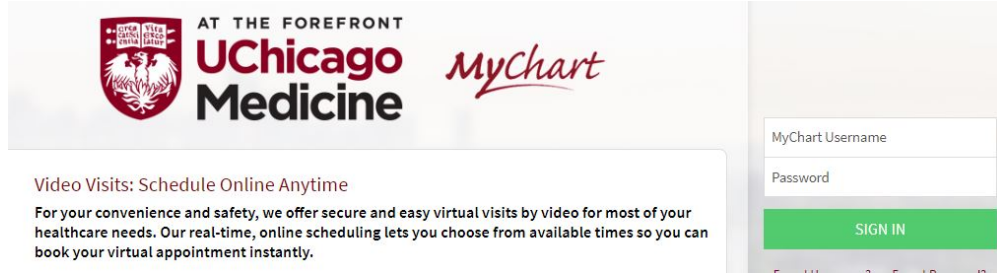
## Finishing Your Visit

- Ask your healthcare team **when and how you need to follow up**.
- Use MyChart** to send your care team messages or make follow up appointments
- You may get a **survey about your video visit**. Your comments are very important to us as we work to improve the care we provide. You can also give feedback about your visit by calling our **Patient and Family Insights department at (773) 834-0500** or by email at [patientinsights@uchospitals.edu](mailto:patientinsights@uchospitals.edu).

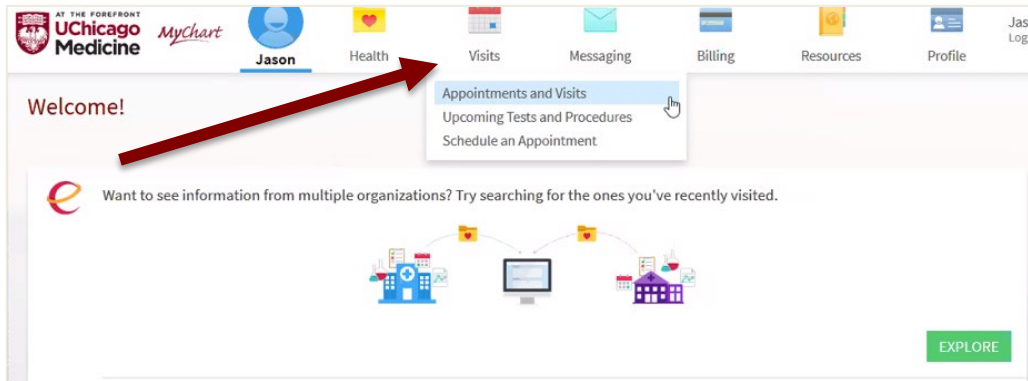
**If you have questions or problems, call your healthcare team for help.**

# Step-by-Step Instructions for Patient Video Visit

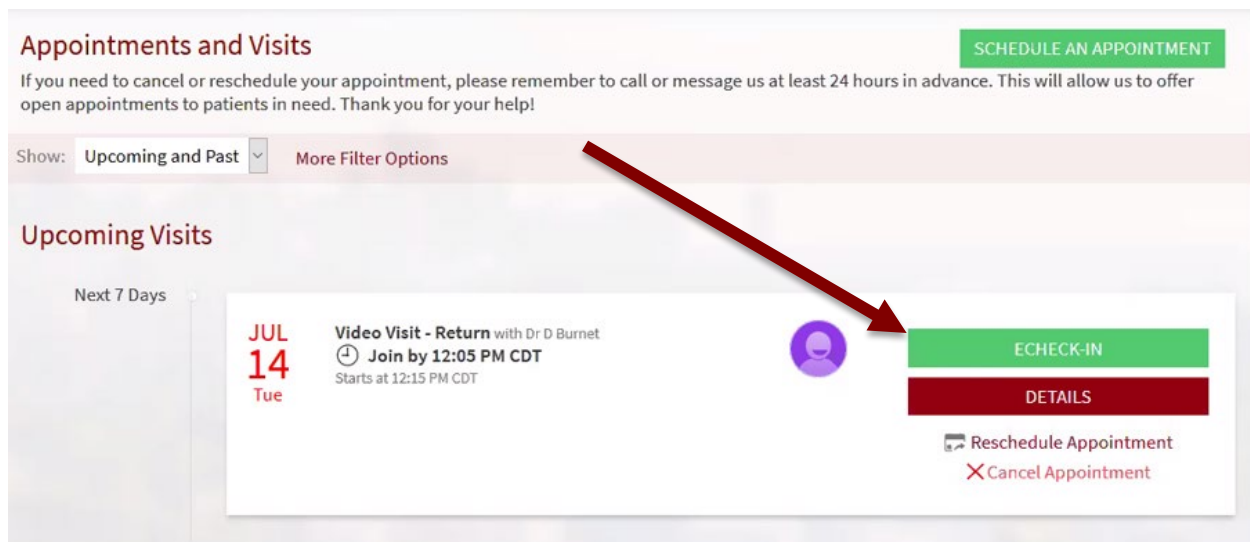
## 1. Log in to your MyChart account



## 2. Go to Visits and select Appointments and Visits



## 3. Check in 15 minutes before appointment time



# Step-by-Step Instructions for Patient Video Visit

## 4. Wait for your care team member to join the visit

The screenshot shows the 'Appointment Details' page in MyChart. At the top, it says 'Thanks for using eCheck-In!' and 'The information you've submitted is now on file.' Below this, there's a section for the video visit with a purple circular icon. The text reads: 'Video Visit - Return with Dr D Burnet', 'Tuesday July 14, 2020', 'Join by 12:05 PM CDT', 'Starts at 12:15 PM CDT', and 'Add to Calendar'. There are buttons for 'Reschedule Appointment' and 'Cancel Appointment'. On the right side, there's a green box that says 'It's time to start your video visit!' with two buttons: 'CONFIRM' and 'BEGIN VIDEO VISIT'. Below this, it says 'Let staff know you don't need a reminder call.' and 'When you are ready to talk to your doctor, click the button.' There's also a section for 'Visit Instructions' with a red background, providing details about joining the video call and reviewing technical information. A red arrow points from the 'CONFIRM' button to the 'BEGIN VIDEO VISIT' button.

## 5. You will see this screen until your provider joins the video visit.

The screenshot shows the 'Virtual Care Room' interface in MyChart. The browser address bar shows the URL: 'https://prod.aws.extcare.com/encountenu/videoollaboration?token=eyJhdHkoQUJYV1Q1L2ZkZjZaW9uSWQ3Y2E2Ni05YzZmLTQzMGEtOTA4My01M2M5NDg1OTM0'. The page header includes 'AT THE FOREFRONT UChicago Medicine'. The main content area is titled 'Video Visit' and displays a large image of a cityscape with the text 'Waiting for others to join.' in the center. A small video thumbnail of a man's face is visible in the bottom right corner of the cityscape image. A red 'X' icon is located at the bottom center of the image.