

BEFORE YOUR SCHEDULED VIDEO VISIT

You're scheduled for a Video Visit. What's next?

- You must have a **myHealth Online** account in order to connect to your Video Visit.
- Prepare yourself and your surroundings for a great video visit.
 - Choose a location where you will have privacy.
 - o Minimize distractions and interruptions from visitors, children, pets, etc.
 - Turn off or mute anything that might cause background noise so you and your provider can hear one another.
 - Dress as if you were going into the clinic.
 - A good WiFi connection is recommended. If you choose to use a cellular connection, data usage rates may apply.
 - Free up bandwidth on your network by avoiding the use of online services such a video streaming, gaming and other online resources. This will allow for a better quality video visit.
- Decide how you'll join your visit **Mobile Device MyChart** (the preferred device) or **Computer**.

HELP DESK:

• Call Valley Connections to reach the patient support line (1-888-334-1000) if you need help with setting up or joining your visit.

SET UP YOUR EQUIPMENT IN ADVANCE

Mobile Device

- 1. Verify your mobile device is supported: <u>https://support.vidyocloud.com/hc/en-us/articles/115000347587-VidyoMobile-Supported-Devices</u>
- 2. Download the MyChart app. Select Santa CLARA VALLEY MEDICAL CENTER and verify you can login. You can even set it up to login using Face ID (if available).
- 3. Download the **Line VidyoConnect** app, this is the video chat app.
- 4. Disable your pop-up blocker (steps are at the bottom of these intructions)

Computer

- 5. Verify you have audio and video equipment such as <u>headset</u> and <u>webcam</u>.
- 6. Verify your computer meets minimum specifications: <u>https://support.vidyocloud.com/hc/en-us/articles/360000498434-VidyoConnect-for-Desktop-Technical-Specifications</u>
- 7. Log into your myHealth Online account at <u>https://myhealthonline.sccgov.org/</u> to verify you have access. You can even save your login credentials if you're not using a shared computer.



CONFIRM YOU CAN JOIN YOUR VISIT

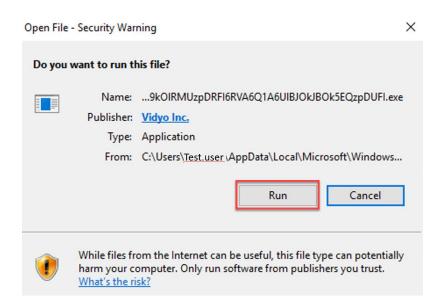
1. Make sure you can join your visit ahead of time by clicking the link below to enter a "test room":

https://scvhhstestpatient.health.vidyoconnect.com/join/wuKFwC6yy2

2. Click to Download the VidyoConnect App, if you haven't already

	VidyoConnect [™]						
>	Attempting to join the call Using the app for the first time? Your browser might ask for permission to launch our app. Please say yes!						
	By clicking "Download", you agree to our <u>End-User License Agreement</u> & <u>Privacy Policy</u> . Need help? Contact Support						

3. Click Run





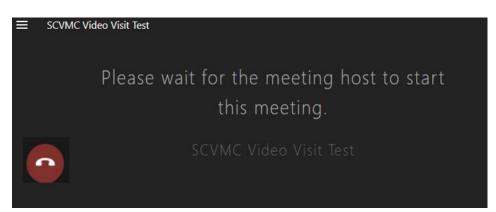
4. Once download has completed, reclick the link.

https://scvhhstestpatient.health.vidyoconnect.com/join/wuKFwC6yy2

- 5. Your name should default into the name field
- 6. DO NOT click "Join"

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		*
<mark>⊡</mark> VidyoConnect [∞]		
Welcome! Before joining the conference, please tell us your name:		
Test Person		
Agree to the Vidyo <u>User Terms &</u> <u>Conditions</u> Agree to the Vidyo <u>Privacy Policy</u>		
Sign in before joining		
	Welcome! Betore joining the conference, please tell us your name: Test Person Person <li< td=""><td>Welcome! Before joining the conference, please tell us your name: Test Person! Program Parts of the Vidyo Lister Terms & Conditions Program Parts of the Vidyo Prinzer, Peller Usin Sign in before joining</td></li<>	Welcome! Before joining the conference, please tell us your name: Test Person! Program Parts of the Vidyo Lister Terms & Conditions Program Parts of the Vidyo Prinzer, Peller Usin Sign in before joining

7. If you DO accidentally click join, go ahead and hang up using the red phone icon

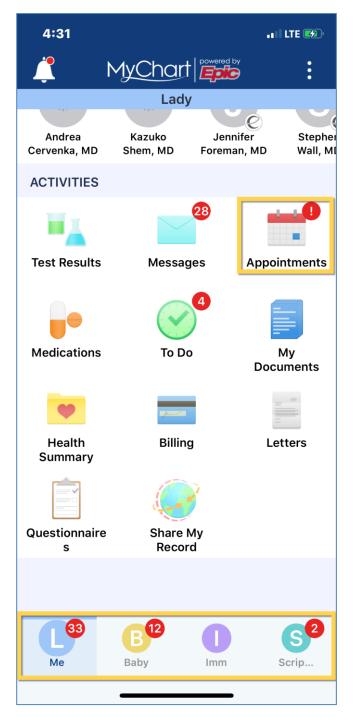




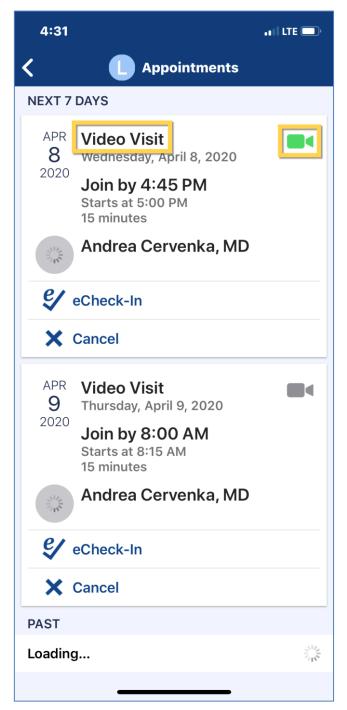
TO JOIN A VIDEO VISIT FROM A MOBILE DEVICE USING MYCHART:

Logon to your myHealth Online account.

- 1. For proxy access, tap the patient record you want to see
- 2. Tap Appointments

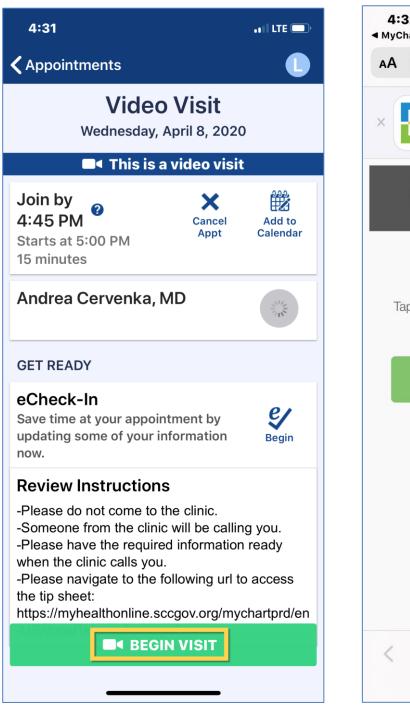


- 3. Find your Video Visit appointment on the list
- 4. Tap the video icon

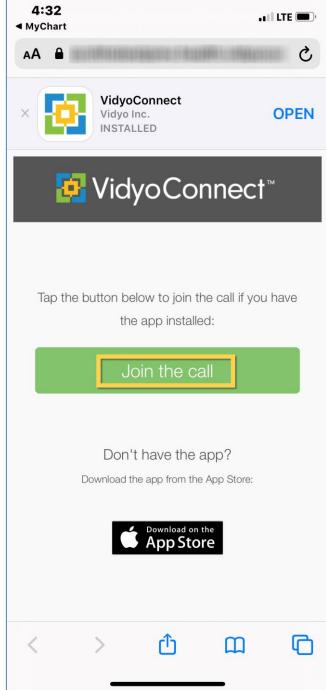




5. Tap on **Begin Visit**

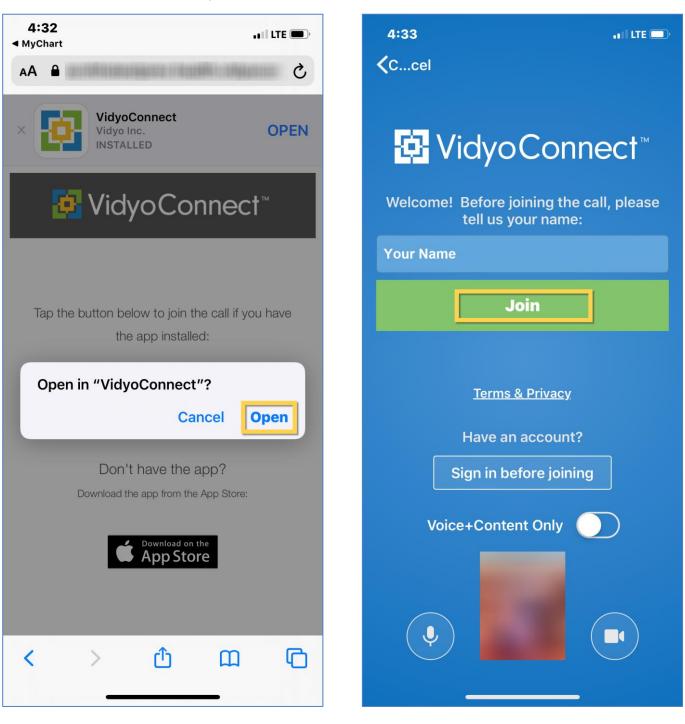


6. Tap Join the call





7. Then tap **Open** to open "VidyoConnect"



8. Tap Join

9. You're ready for your visit! You will see a blank page until your clinician joins.

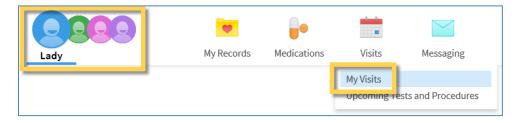


TO A JOIN A VIDEO VISIT USING A COMPUTER:

Note: Joining from a mobile device is preferred as you will have better access to video/voice tools

Log on to your myHealth Online account at https://myhealthonline.sccgov.org/.

- 1. For proxy access, click the patient record you want to see
- 2. Go to Visits -> My Visits



- 3. Find your Video Visit
- 4. Click Details

Appointments and Visits					
Organization: All		Show: Upcoming and Past			
Upcoming Visits	APR 9 Thu	Video Visit with Andrea Cervenka, MD Arrive by 8:00 AM PDT Starts at 8:15 AM PDT (15 minutes)		ECHECK-IN DETAILS Cancel Appointment	

5. Click Begin Video Visit





6. Click **Allow** to open "VidyoConnect"

<mark>ख़</mark> VidyoConnect [∞]					
Attempting to join the call					
	Internet Explorer X				
sing the app for	Do you want to allow this website to open a program on your computer?	have the app?			
	From: scvhhstestprev.health.vidyoconnect.com				
Your brows permission	Address: vidyo://join/? portal=https://scvhhstestprev.health.vidyoconn	a can download ar en you open it, yo omatically join the			
) Please say	Always ask before opening this type of address				
	Allowing web content to open a program can be useful, but it can potentially harm your computer. Do not allow it unless you trust the source of the content. What's the risk?)ownload			
		-			

7. Click JOIN

🛃 VidyoConnect		×
	<mark>⊡</mark> VidyoConnect [™]	
	Welcome! Before joining the conference, please tell us your name:	
	Lady Mychart	
	Agree to the Vidyo <u>User Terms &</u> <u>Conditions</u> Agree to the Vidyo <u>Privacy Policy</u>	
	JOIN	

8. You're ready for your visit! You will see a blank page until your clinician joins.



DISABLING YOUR POP-UP BLOCKER:

To turn off the pop-up blocker on your iPhone or IOS device:

1. Go to your mobile device's **settings** screen



2.	Scroll	down	and	tap	Safari
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Settings

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10:03 7

Calendar

Notes

Phone

Reminders

Messages

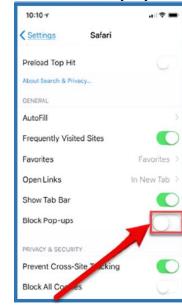
FaceTime

Safari

News

🎵 Music

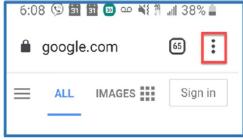


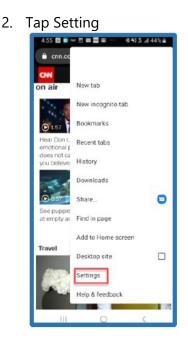


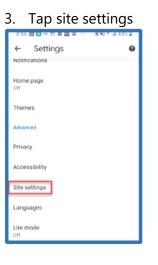
Return to Mobile Device Instructions

To turn off the pop-up blocker on your Android:

1. Tap the three dots in the upper right corner of Chrome browser

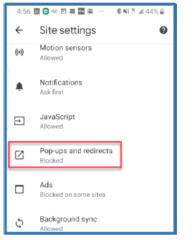








4. Tap on **pop-ups** and **redirects**



Return to Mobile Device Instructions

5. Tap the toggle to disable **pop-ups and redirects**

