

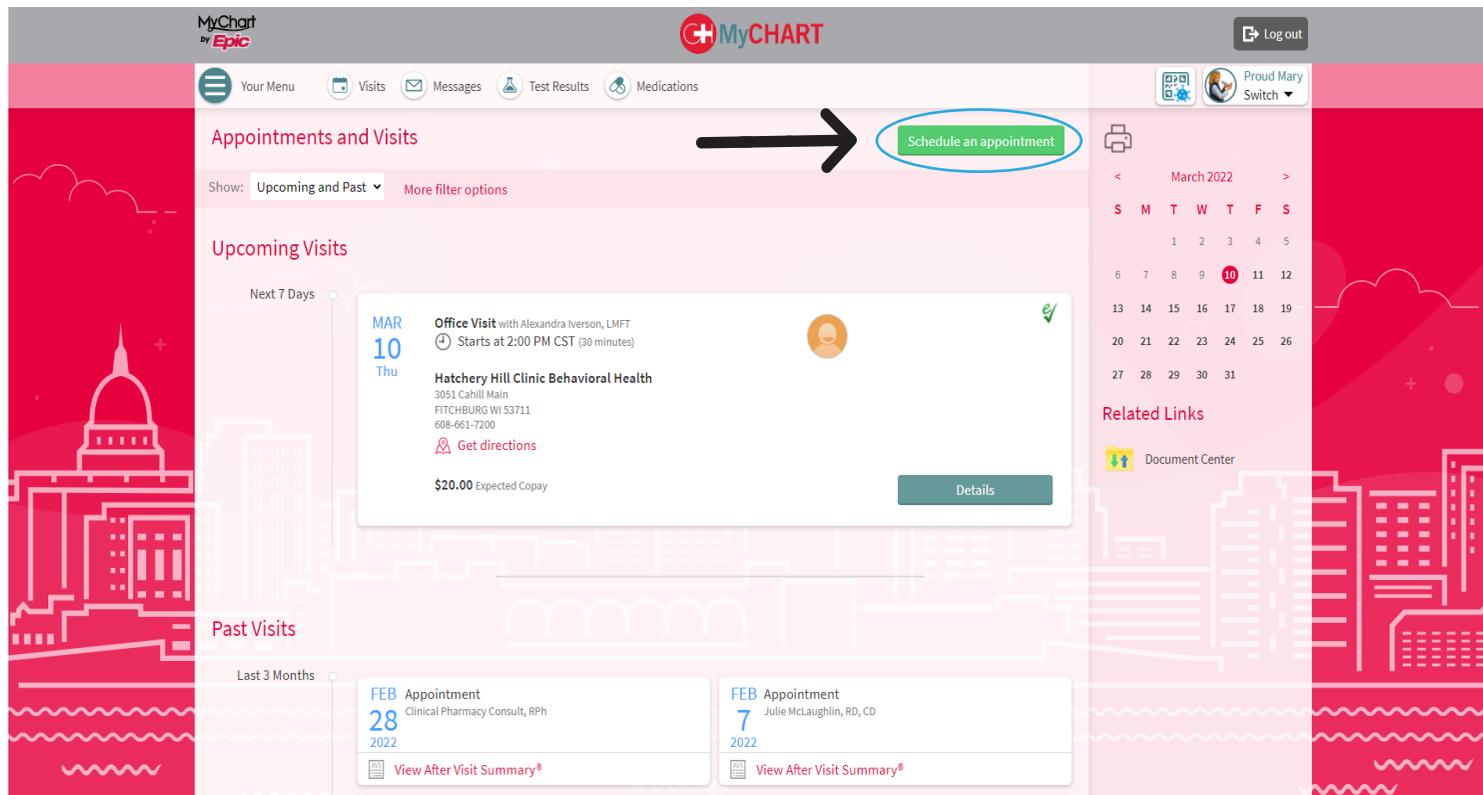
# VIDEO VISIT INSTRUCTIONS

## INSTRUCTIONS FOR DESKTOP AND LAPTOP COMPUTERS

Video visits can also be done from a smartphone or tablet

### HOW TO SCHEDULE A VIDEO VISIT

1. Log into MyChart and click **“Visits.”**
2. Click on the **“Schedule an Appointment”** button.

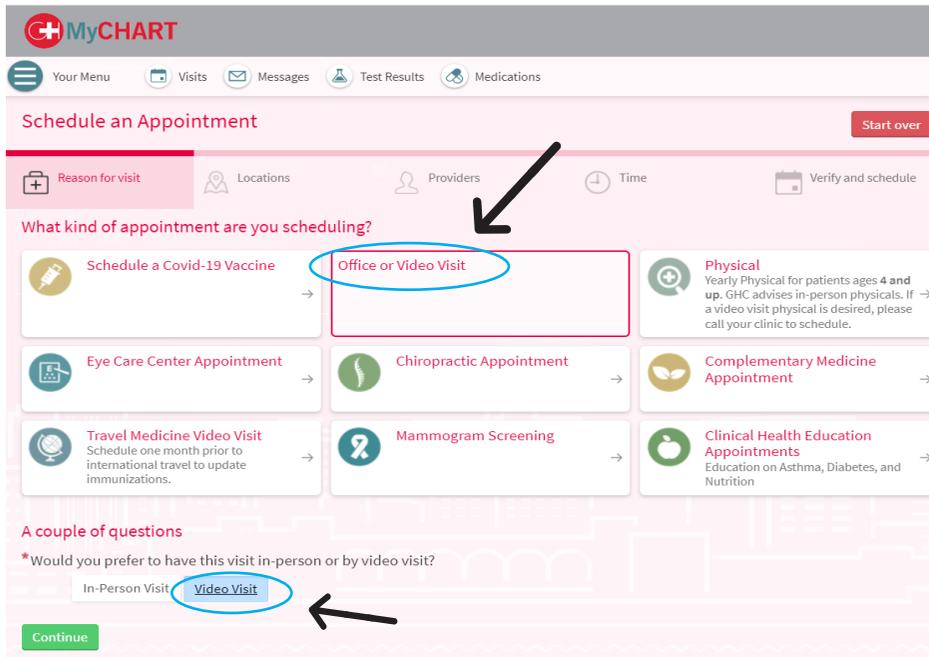


The screenshot displays the MyChart interface. At the top, there is a navigation bar with 'MyChart by Epic' and 'MyCHART' logos, and a 'Log out' button. Below this is a menu with 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The 'Visits' section is active, showing 'Appointments and Visits' with a 'Schedule an appointment' button circled in green and pointed to by a black arrow. Below this, there are sections for 'Upcoming Visits' (showing an 'Office Visit' on March 10th) and 'Past Visits' (showing two appointments from February 2022). A calendar on the right shows the current date as March 10, 2022. The background features a stylized cityscape illustration.

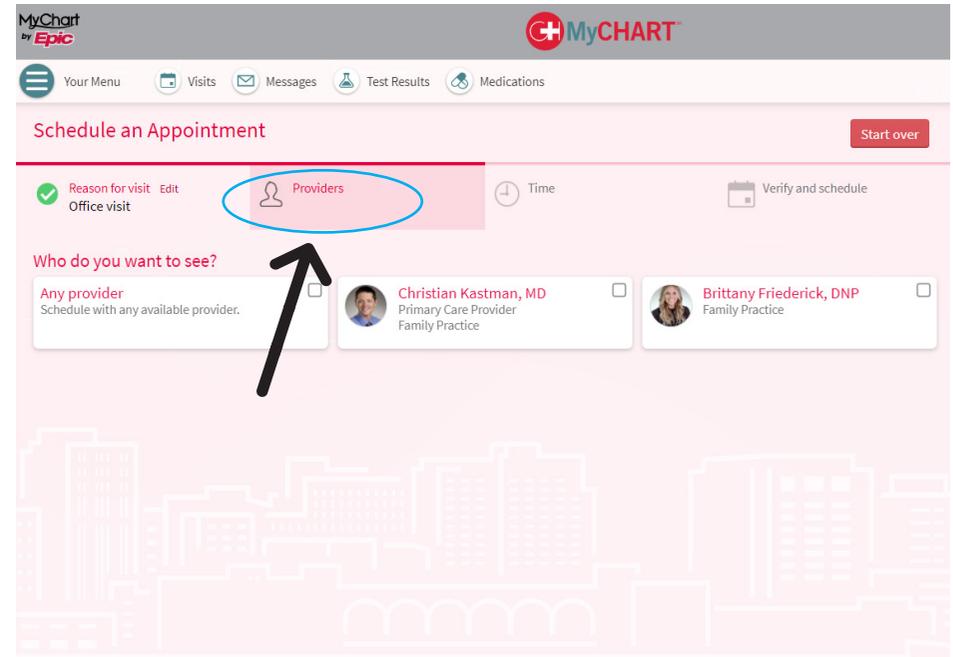
# VIDEO VISIT INSTRUCTIONS

## HOW TO SCHEDULE A VIDEO VISIT (CONTINUED)

3. Select **“Office or Video Visit”** box.
4. Under the **“Would you prefer to have this visit in-person or by video visit?”** question, select **“Video Visit.”**
5. Click **“Continue”** and answer prompted questions.
6. Select if you would like to see a **“Specific Provider”** or **“Any Provider”** and click **“Continue.”**



The screenshot shows the 'Schedule an Appointment' page in MyChart. The 'Reason for visit' tab is selected. Under 'What kind of appointment are you scheduling?', the 'Office or Video Visit' option is circled in blue. Below this, a question asks 'Would you prefer to have this visit in-person or by video visit?'. The 'Video Visit' radio button is selected and circled in blue. A black arrow points from the 'Office or Video Visit' box to the 'Video Visit' button. A green 'Continue' button is at the bottom left.

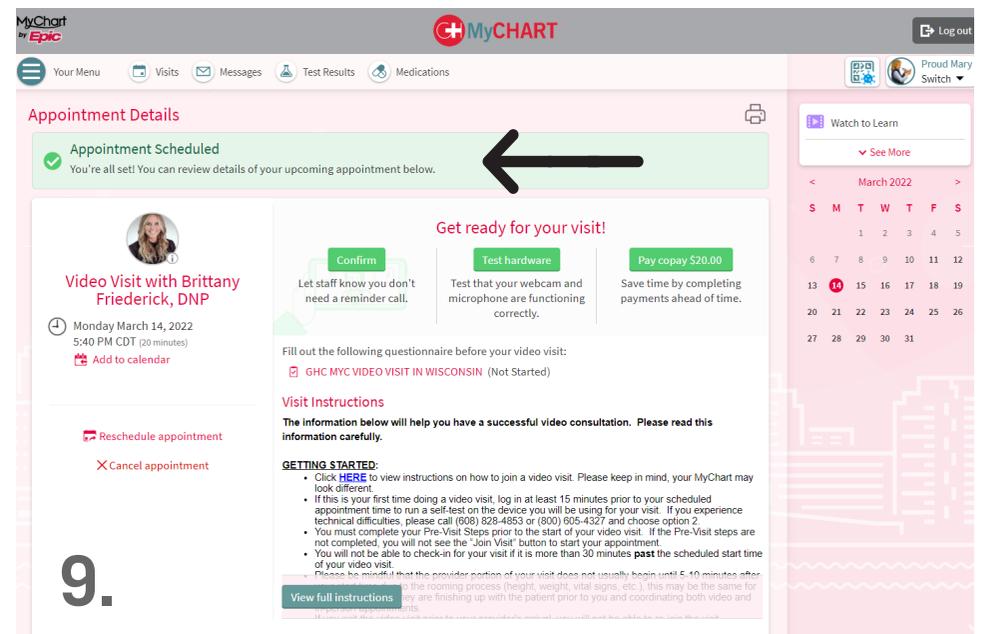
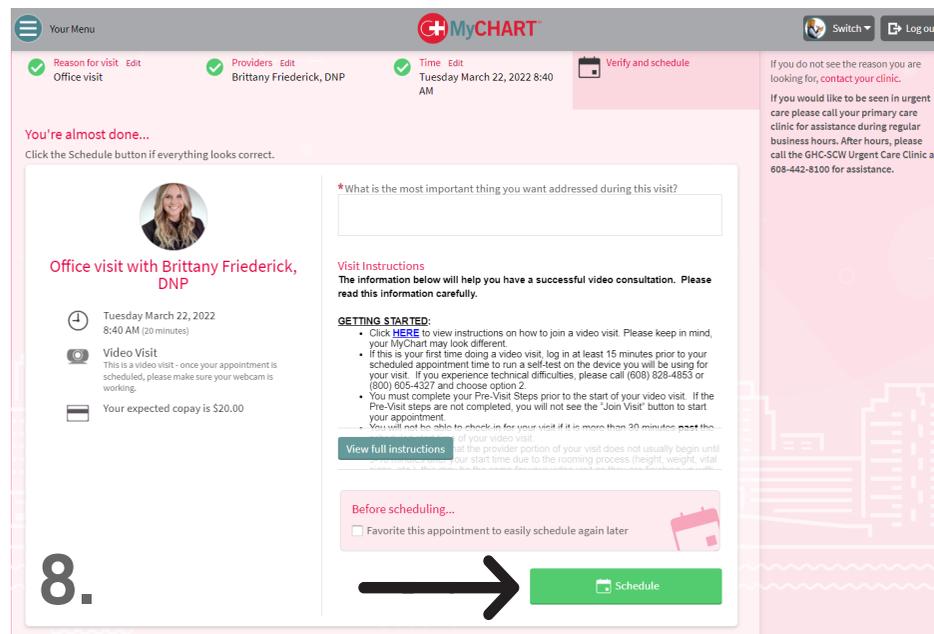
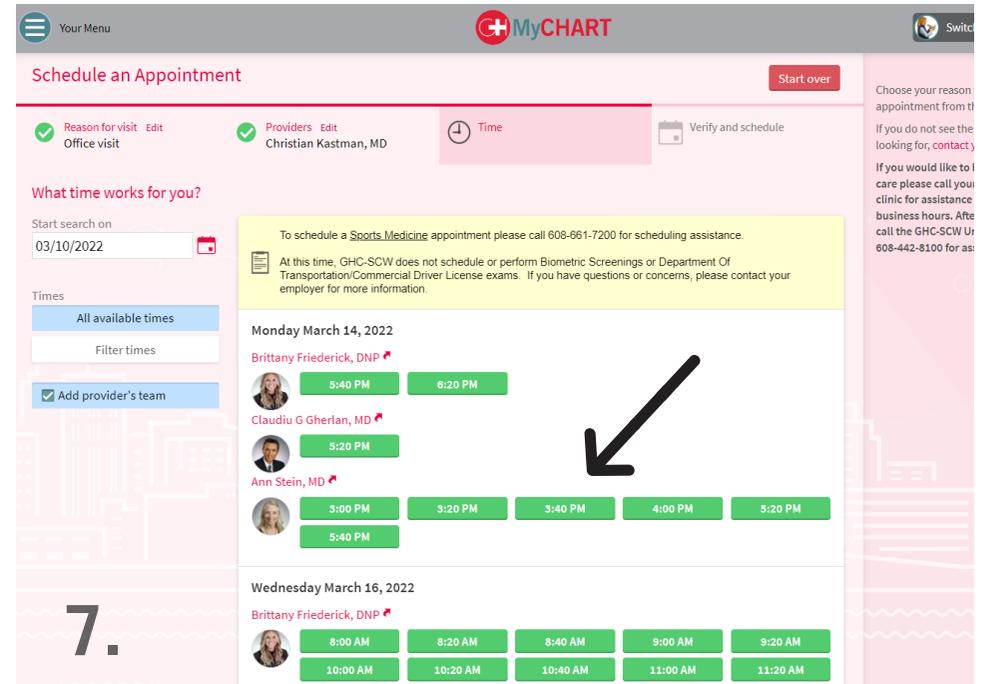


The screenshot shows the 'Schedule an Appointment' page in MyChart. The 'Reason for visit' is set to 'Office visit'. The 'Providers' tab is selected and circled in blue. Below this, the question 'Who do you want to see?' is shown. The 'Any provider' option is selected and circled in blue. A black arrow points from the 'Any provider' option to the 'Providers' tab. Two specific providers are listed: Christian Kastman, MD (Primary Care Provider, Family Practice) and Brittany Friederick, DNP (Family Practice). A 'Start over' button is at the top right.

# VIDEO VISIT INSTRUCTIONS

## HOW TO SCHEDULE A VIDEO VISIT (CONTINUED)

7. Select one of the proposed time slots.
8. Specify any particular concerns or questions you want to address in this visit and select **“Schedule.”**
9. Your appointment is now scheduled and you should see a confirmation page.

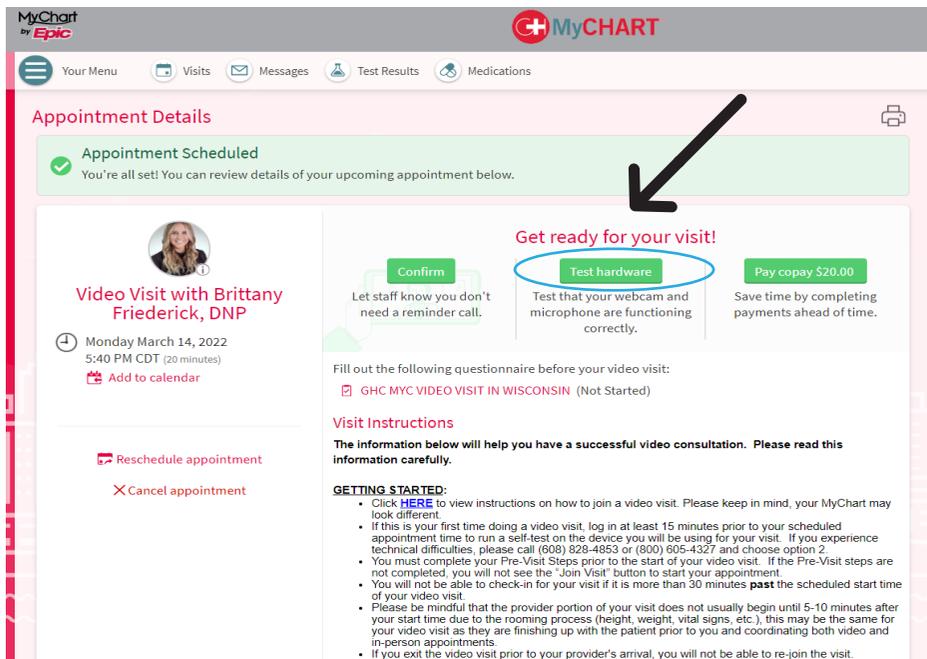


# VIDEO VISIT INSTRUCTIONS

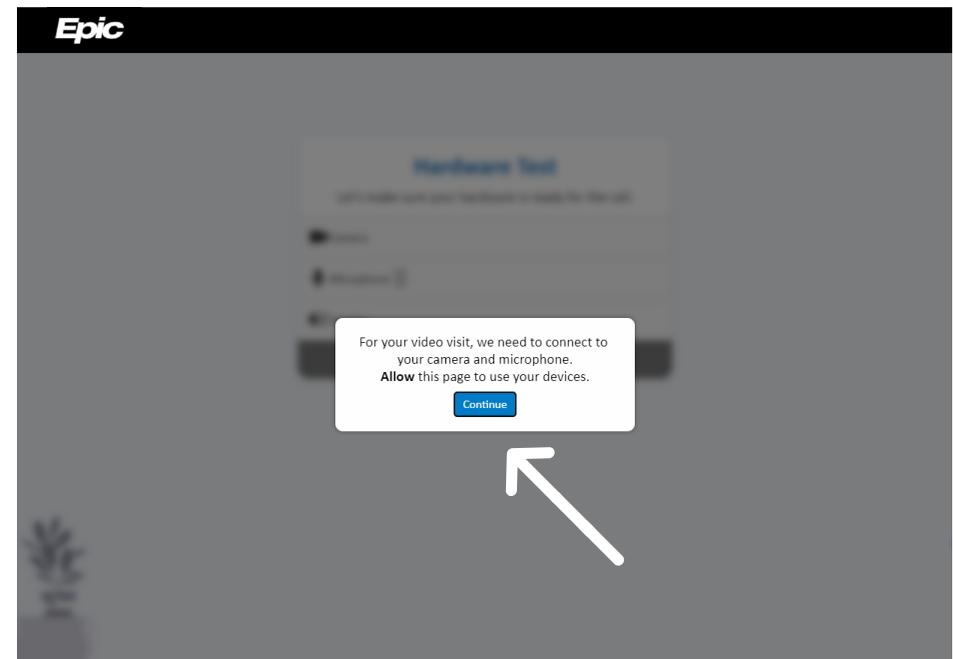
## TESTING HARDWARE

If this is your first time doing a video visit, log in at least 15 minutes prior to your scheduled appointment time to run a self-test on the device you will be using for your visit.

1. Under **“Get ready for your visit”** select **“Test hardware.”**
2. Click **“Continue”** to allow the page to use your devices.



The screenshot shows the MyChart by Epic interface. At the top, there's a navigation bar with 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. Below that is the 'Appointment Details' section, which includes a green banner stating 'Appointment Scheduled' and a confirmation message. The main content area is titled 'Get ready for your visit!' and contains three buttons: 'Confirm', 'Test hardware', and 'Pay copay \$20.00'. The 'Test hardware' button is circled in blue, and a black arrow points to it from the top right. Below the buttons, there are instructions to fill out a questionnaire and a 'Visit Instructions' section with a 'GETTING STARTED' list of steps.



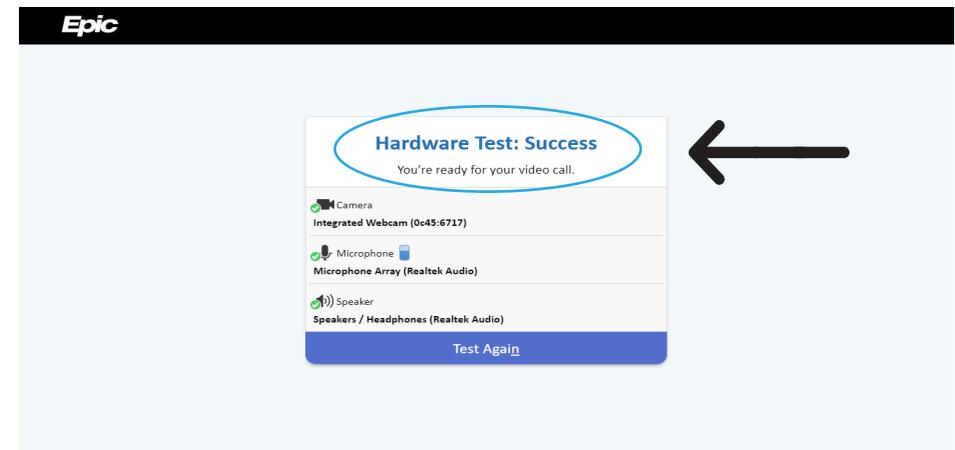
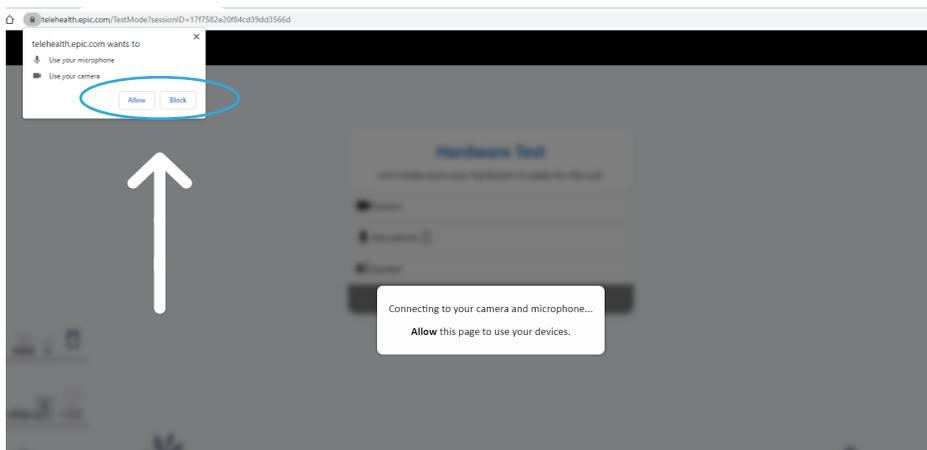
The screenshot shows the Epic hardware test screen. It features a dark background with a white box in the center containing the text: 'For your video visit, we need to connect to your camera and microphone. Allow this page to use your devices.' Below the text is a blue 'Continue' button. A white arrow points to the 'Continue' button from the bottom right.

# VIDEO VISIT INSTRUCTIONS

## TESTING HARDWARE (CONTINUED)

3. If a **telehealth.epic.com** pop-up box opens, select **“Allow.”**
4. EPIC will now test the camera, microphone and speaker. If everything is functioning correctly, you will see **“Hardware Test: Success.”**

If you experience technical difficulties, please call **(608) 828-4853** or **(800) 605-4327** and **choose option 2.**

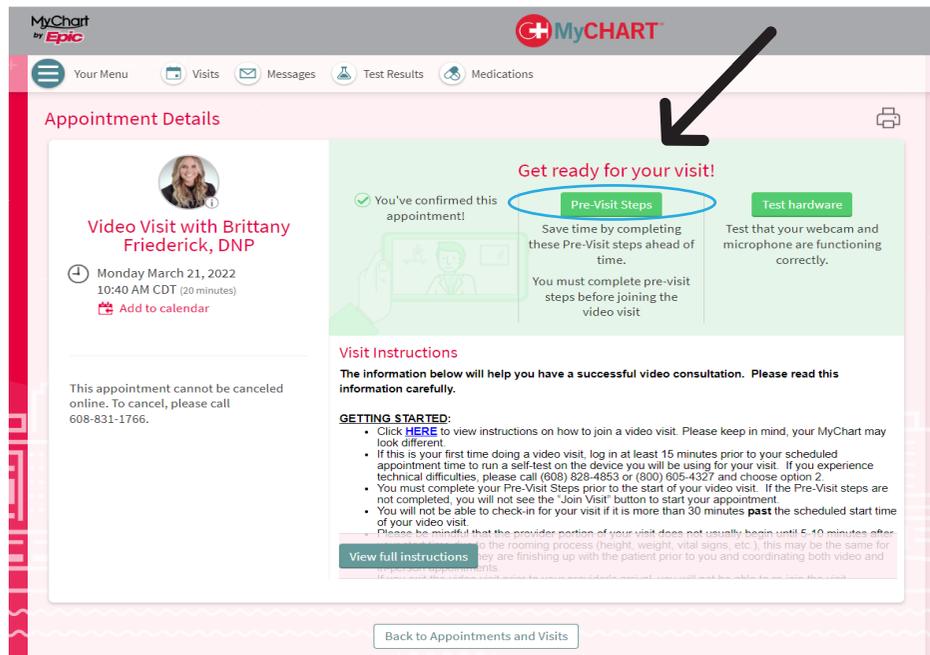


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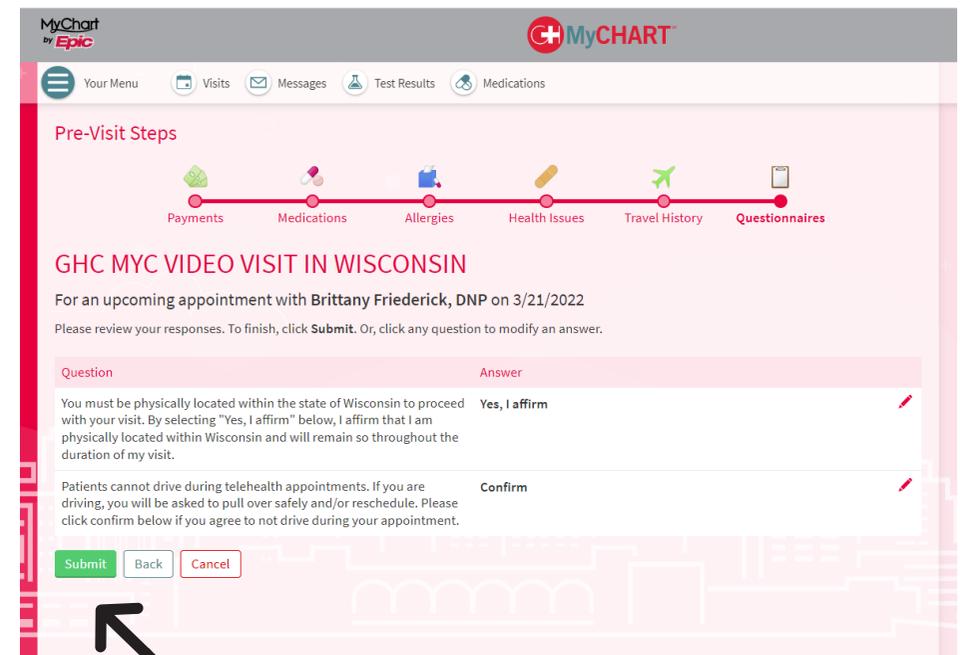
## COMPLETING YOUR PRE-VISIT STEPS

You must complete your Pre-Visit Steps prior to the start of your video visit. If the Pre-Visit Steps are not completed, you will not see the **“Join Visit”** button to start your appointment.

1. Under the **“Appointment Details,”** select **“Pre-Visit Steps.”**
2. Complete all steps, including Payments, Medications, Allergies, Health Issues, Travel History and Questionnaire.



The screenshot shows the MyChart Appointment Details page for a video visit with Brittany Friederick, DNP on Monday, March 21, 2022, at 10:40 AM CDT (20 minutes). A black arrow points to the 'Pre-Visit Steps' button in the 'Get ready for your visit!' section. Below this section are 'Visit Instructions' and a 'View full instructions' button. A 'Back to Appointments and Visits' button is at the bottom.



The screenshot shows the MyChart Pre-Visit Steps page. A progress bar at the top lists: Payments, Medications, Allergies, Health Issues, Travel History, and Questionnaires. Below the progress bar, the page title is 'GHC MYC VIDEO VISIT IN WISCONSIN'. It states: 'For an upcoming appointment with Brittany Friederick, DNP on 3/21/2022. Please review your responses. To finish, click Submit. Or, click any question to modify an answer.' There are two questions with 'Answer' fields. The first question asks for physical location confirmation, with the answer 'Yes, I affirm'. The second question asks about driving during telehealth, with the answer 'Confirm'. At the bottom, there are 'Submit', 'Back', and 'Cancel' buttons. A black arrow points to the 'Submit' button.

# VIDEO VISIT INSTRUCTIONS

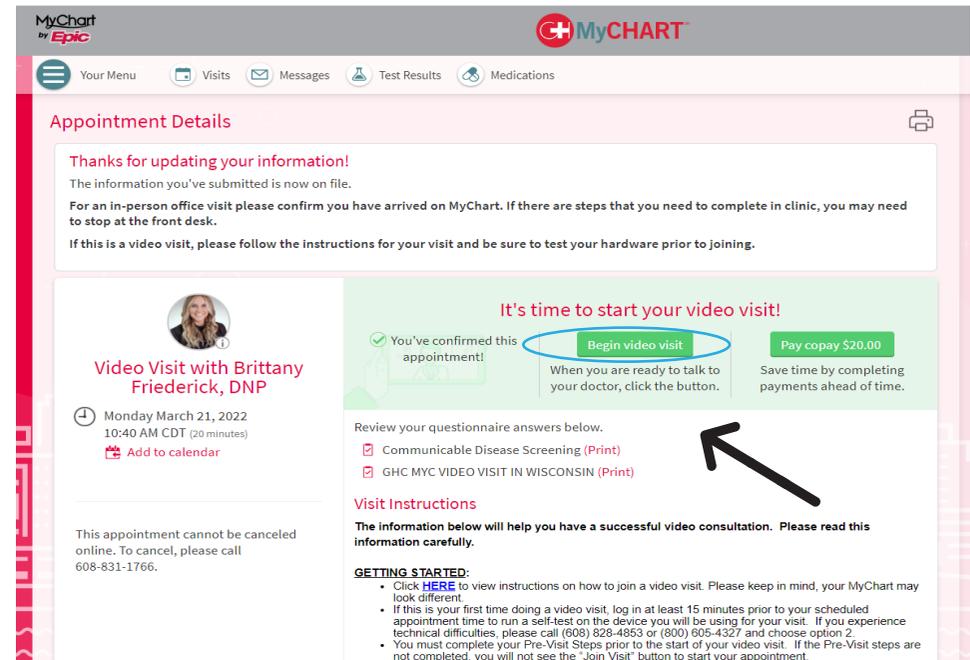
## JOINING YOUR VIDEO VISIT

**Note:** Members who check in more than 10 minutes past their video visit appointment may need to reschedule. You will not be able to check in for your visit if it is more than 30 minutes past the scheduled start time of your video visit.

1. Select **“Begin Video Visit”** on your MyChart homepage.

**Note:** If this video visit is for a child or adolescent, a parent or guardian must be present for the entirety of the initial video visit.

- After the initial visit, a parent or guardian must be available at the start and during the visit if needed.
- A proxy or proxies can join the same video visit if they are also MyChart active. They can access the same video visit link by signing into MyChart and going to the patient’s appointment. This will work even if you are not in the same location. Please let the clinic know if you, or your proxy, need a direct join link sent. You will need to be listed as a proxy and complete the pre-visit steps before anyone can join the visit. The link will be there starting 30 minutes prior to the appointment.
- If a parent or guardian needs to participate in the visit from a different location, and they are not MyChart active or listed as a proxy, please call the clinic.



The screenshot shows the MyChart interface for an appointment with Dr. Brittany Friederick, DNP, on Monday, March 21, 2022, at 10:40 AM CDT. The page includes a navigation bar with options like 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. A message states 'Thanks for updating your information!' and provides instructions for in-person and video visits. A green banner indicates 'It's time to start your video visit!' with a 'Begin video visit' button circled in blue. A 'Pay copay \$20.00' button is also visible. Below, there are checkboxes for 'Communicable Disease Screening' and 'GHC MYC VIDEO VISIT IN WISCONSIN'. A black arrow points to the 'GHC MYC VIDEO VISIT IN WISCONSIN' checkbox. The 'Visit Instructions' section includes a 'GETTING STARTED' section with bullet points: 'Click HERE to view instructions on how to join a video visit.', 'If this is your first time doing a video visit, log in at least 15 minutes prior to your scheduled appointment time to run a self-test on the device you will be using for your visit.', and 'You must complete your Pre-Visit Steps prior to the start of your video visit.'

# VIDEO VISIT INSTRUCTIONS

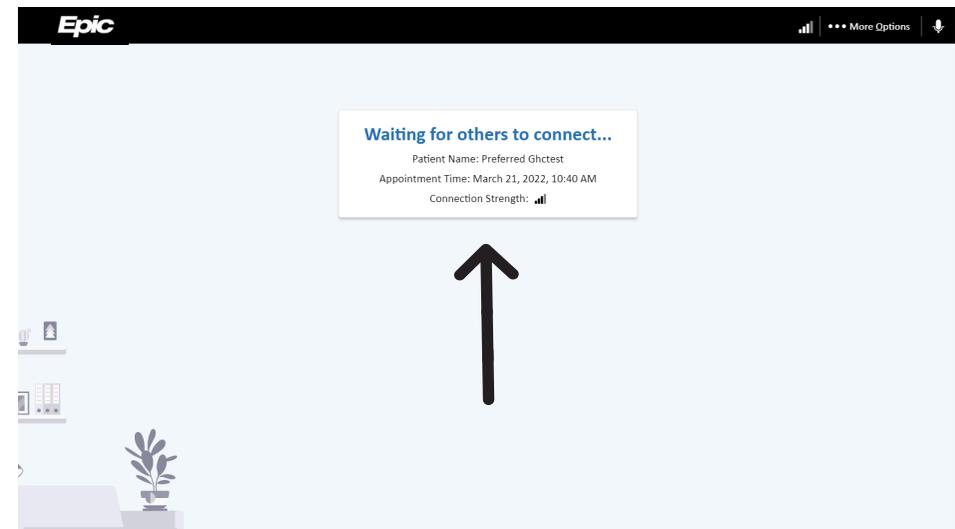
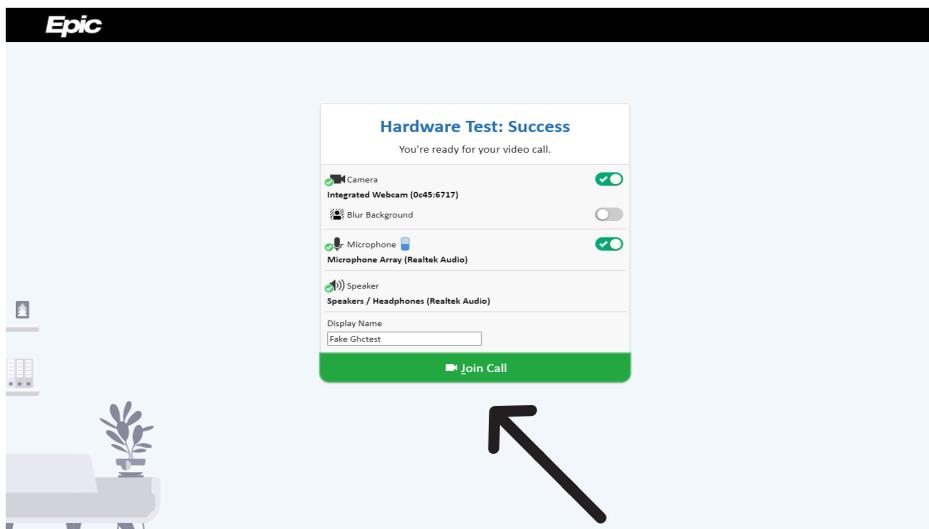
## JOINING YOUR VIDEO VISIT (CONTINUED)

2. Confirm all hardware is working and select **“Join Call.”**

If you experience technical difficulties, please call **(608) 828-4853** or **(800) 605-4327** and **choose option 2.**

3. You are now ready for your video visit. The provider will join shortly.

**Please be mindful that the provider may be running 5-10 minutes late for your video visit as they are finishing up with the patient prior to you and coordinating both video and in-person appointments. If you exit the video visit prior to your provider’s arrival, you will not be able to re-join the visit.**



# HELPFUL TIPS

## GENERAL:

- Change your settings to allow pop ups for MyChart Video Visits.
- **Do not** use Internet Explorer as your browser – it will not work for your video visit.
- If you will be accessing your video visit via Zoom, ensure that you are not running Zoom elsewhere on the device. Close all windows or apps that are running Zoom prior to your visit.
- Your Wi-Fi connection needs to be at least 2Mbps for a successful video visit.
- **Do not** join a video visit from a corporate network.
- If possible, use headphones to avoid audio feedback or sound issues.

## MOBILE DEVICES/TABLETS:

- We suggest using a mobile device such as a smartphone or tablet for your video visit.
- If using a mobile device, please use the MyChart app, which can be downloaded for free from the Apple App Store or Google Play Store.
- If you are accessing the video visit on an Apple device, please ensure that it is updated to Apple iOS or iPadOS version 15.0 or higher.
- **Do not** answer a text message or phone call during your video visit – it will disrupt your visit.

## LAPTOP/DESKTOP:

- If using a PC (Windows) laptop or desktop computer, use the Google Chrome or Microsoft Edge browser.
- If using an Apple laptop or desktop computer, use the Safari browser.
- Please note that the video visit will open in your default browser so you may need to switch to one of the above mentioned browsers prior to your visit.

**If you have any questions regarding your video visit appointment, please call your clinic.**

- **Capitol Clinic:** (608) 257-9700
- **DeForest Clinic:** (608)-846-4787
- **East Clinic:** (608) 257-9700
- **Hatchery Hill Clinic:** (608) 257-9700
- **Madison College Community Clinic:** (608)-441-3220
- **Sauk Trails Clinic:** (608) 257-9700
- **Behavioral Health (any clinic):** (608) 257-9700
- **PT/OT (any clinic):** (608) 257-9700