

# MyChart Video Visits for Patients



Did you know that The Portland Clinic offers telemedicine for active MyChart patients? Appointments most appropriate for telemedicine visits could include but are not limited to follow-up care, sick visits, some post-operative care, and visits to review medications and lab results. Telemedicine requires access to a cellular or network connection and an electronic device such as a tablet, smartphone, or a desktop or laptop computer equipped with speakers and a webcam.

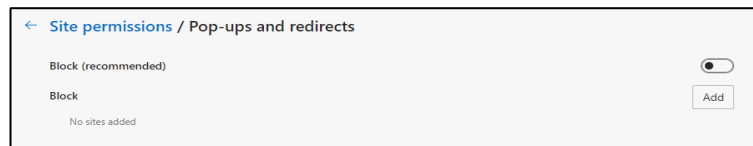
## Preparing for Your Visit

### Video Visits Using a Web Browser

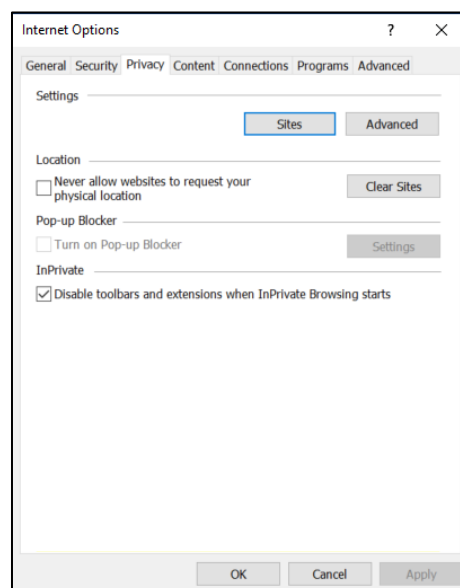
Please ensure after you have scheduled your visit that you set up your MyChart account, if needed. You can then go to [Join a Test Meeting - Zoom](#) to test your audio/video setup. You will need to allow pop-ups for your browser if you receive a “pop-ups blocked” message.



*Chrome*



*Microsoft Edge*

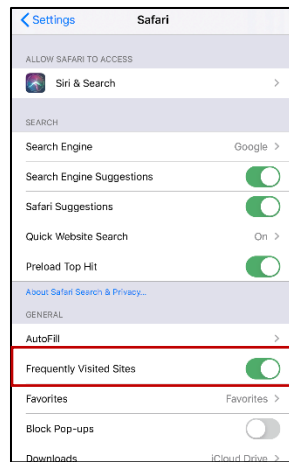


*Internet Explorer*

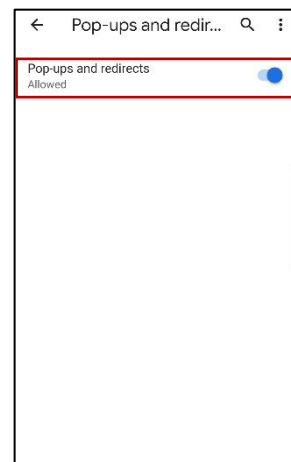
## Video Visits Using a Smartphone or Tablet

After you schedule your visit, please set up a MyChart account and a Zoom account if you don't already have these. You can download these applications from your phone's App/Play Store. You can also access MyChart directly from your device's browser. Be sure to enable your phone's camera and microphone so they can be used with Zoom for your video visit.

If you have issues getting started, you may need to turn off your mobile device's pop-up blocker for the video visit to start. If you are planning to launch your video visit from Safari, go to Settings/Safari/Block Pop-ups and make sure this is turned off (should be gray). From Chrome, go to Settings/Site Settings/Pop-ups and redirects and make sure the setting is turned on (should be blue). After the visit, you can revert your settings to their previous positions.



*Safari*

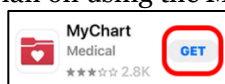
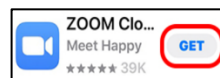


*Chrome*

The following steps will ensure that you are able to start your visit at your scheduled time.

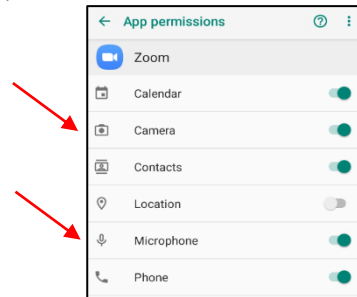
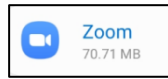
## Downloading iOS Apps

1. Download the Zoom app on your smartphone or tablet.
2. Create Zoom account.
3. On the home screen of your device, go to Settings and find the Zoom App. Be sure the microphone and camera are turned on. You will need to go to Settings/Privacy/Camera to turn on Zoom access to your camera.
4. If you plan on using the MyChart app to connect to your video visit, download it on your smartphone or tablet.



## Downloading Android Apps

1. Download the Zoom app on your Android.
2. On the home screen of your device, go to Settings/Apps/App Permissions to turn on Zoom access to your camera and microphone.

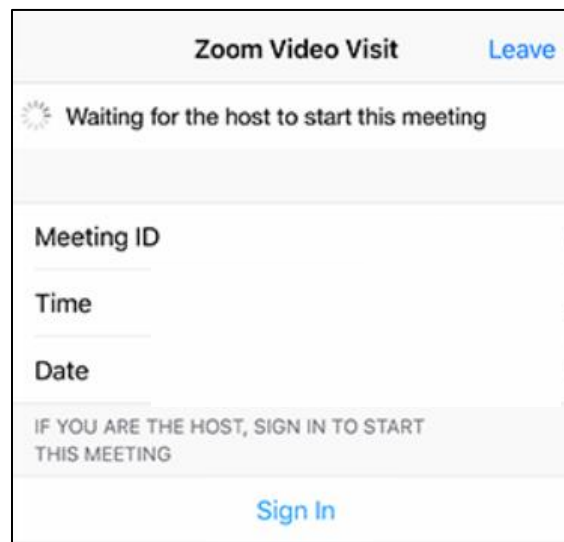


3. If you plan on using the MyChart app to connect to your video visit, download it on your smartphone or tablet.



## Day of your Video Visit

1. Confirm that your MyChart/Zoom apps are updated to the most recent version.
2. 10 minutes prior to your appointment start time, log into your MyChart account on either your web browser or the mobile app on your device.
3. Find your scheduled appointment and complete any eCheck-in tasks (update personal information, medications, allergies, questionnaires, etc.)
  - From PC/laptop – select the Visits tab and select Appointments and Visits
  - From mobile device – click the Appointments icon.
4. Begin the visit
  - To start your video visit on PC/laptop, click the blue Begin Video Visit button at the top of the screen. The button is enabled up to 30 minutes before your visit start time. You will be redirected to Zoom and follow any directions given.
  - To start your video visit on a mobile device, click the green Begin Visit button at the bottom of the app. You will be redirected to the Zoom app and follow any directions given.
    - If asked on your mobile device, select “Use internet audio” when launching Zoom.
5. You will know you have connected to your scheduled visit when you see the screen below and/or a black screen. This means your provider is connecting to your appointment.



## Video Visit FAQs

- Do patients need to be active on MyChart to have video visits?
  - Yes, patients must have an active MyChart account prior to starting their visit. This includes:
    - Patients 12 and under must have an established proxy account for MyChart.
    - Patients 13-17 must have their own active MyChart account, or an established proxy account.
    - Patients over the age of 18 must have an active MyChart account prior to starting their visit.
- What do patients need to successfully complete a video visit?
  - Patients must have access to a device with a webcam, speakers, a microphone and a network connection. All patients are encouraged to test their equipment prior to their scheduled visit.
- What if a patient needs an interpreter?
  - If a patient needs an interpreter, we will not be able to perform a video visit and will need to do a telephone visit instead.
- Will I be contacted by telephone for additional information prior to my visit?
  - Yes, you may be contacted to verify or obtain additional information necessary for billing.
- If I receive a “Pop-ups blocked” message when attempting to access the Zoom test site or while launching my video visit, what should I do?
  - Each browser may vary, but you should be able to change a setting within the browser to allow pop-ups. If you are on a tablet or smartphone, be sure you have updated your settings to not block pop-ups.
- If I perform the testing steps indicated above prior to the visit and am unable to download the necessary apps, or if the testing I perform does not work, what should I do?
  - Please contact us at 503-223-3113 as soon as possible to have your appointment re-scheduled.
- What will happen if I am having connection issues when accessing my video visit for my scheduled appointment?
  - If the provider can see and hear you, but you can only hear the provider, but not see them, the video visit can occur as planned.
  - If the provider cannot see you but is able to hear you and you can hear the provider, the visit will be billed as a telephone visit.
  - If the provider cannot hear or see you, they will call you via the telephone at your preferred number to conduct a telephone visit.
- Can I pre-pay for services on MyChart?
  - Currently, payments for services rendered can be paid via MyChart. We encourage you to pay any balances due as soon you receive notice of your bill via MyChart.
- Will any other applications be used for my video visit?
  - Certain circumstances may require the use of the Doximity application. Please refer to [Doximity Information for Patients](#) for more information

## Video Visit Tips

- Be sure to test your device and if you're using a phone be sure it is fully charged.
- Sit in a private area.
- Sit in a well-lit area so you can be clearly seen on the screen. Avoid windows directly behind you.
- Keep background noise to a minimum.