Patient Video Visit Checklist

You have an upcoming video visit with a UChicago Medicine healthcare team member.
We are very happy to offer you the option to have your video visit using MyChart.

We no longer use Zoom for video visits. Video visits are now done directly from MyChart.
You do not need to have a MyChart account to start your video visit. However, patients who sign up for MyChart will find it very easy to use.

- **If you do not have a MyChart account, call your care team to get your MyChart account activated.** You can get a text or an email with a link and activation code. You can also get a printed copy of the activation code next time you are in the office.
- **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 links from past visits.

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](https://www.uchicagomedicine.org/video-visits)

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

**Things You Need for Your Visit**

- 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 and note the ones that need refills.

If you use MyChart for the video visit, click the Test Hardware button to make sure your computer is working properly. If you use a link sent to your email, make sure the browser settings allow for microphone and video access.

**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 help 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 help to lessen outside noise.
## Patient Video Visit Checklist

### A Few Days Before Your Visit

- **Find a good space for your visit.**
  - Use an area with **good lighting**, but not one with 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**.

### 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
- We may send you a **survey about your video visit**. Your comments are very important to help us 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.

### If you have questions or problems, call your healthcare team for help.
Step-by-Step Instructions for Patient Video Visit

1. Log Into Your MyChart Account

![MyChart Login Screen]

2. Complete eRegistration Before the Visit.

**Click eRegistration on the Appointments Reminder.**

![MyChart Appointments Reminder]

**Or, Open Visits for a Full List of Your Upcoming Appointments**

![MyChart Visits List]
2. **Complete eRegistration Before the Visit (continued)**

Click Complete eRegistration on the Visits Page. You Must Complete eRegistration Before You Can Join.

![Image of Complete eRegistration on the Visits Page]

3. **Possible eRegistration Tasks**

You may be asked to verify your primary care doctor and insurance or other information.

![Image of Verify Primary Care Provider and Responsibility for Payment]

- **Verify Primary Care Provider**
  - Is this still your primary care provider (PCP)?
  - Tia Kostas, M.D.
  - Gastroenterology

- **Responsibility for Payment**
  - Valetino, Jose Fernando
  - 123 Electric Ave
  - Chicago, IL 60666
  - 556-565-5565

  *We have this person on file to pay for costs not covered by insurance. Is this information correct?*
  - Yes
  - No

  *Would you like to use insurance to pay for this appointment?*
  - Use Insurance
  - Do not bill insurance

- **Insurance on file**
  - Medicare / Medicare A & B
  - Subscriber Name: Valente, Jose Fernando
  - Subscriber Number: 0123456

  ![Image of Medicare/Medicaid forms]
3. Possible eRegistration Tasks (continued)

You may be asked to answer other questions

Vital Flowsheet
For an upcoming appointment with Jason Alexander, M.D. on 2/21/2024

[Optional] Please fill in any of the vital signs below that you are able to measure at home and may be relevant to your visit

Date these vital signs were collected on

MM/DD/YYYY

Please record your Systolic blood pressure (top number) (mmHg)

Please record your Diastolic blood pressure (bottom number) (mmHg)

Vital Flowsheet
For an upcoming appointment with Jason Alexander, M.D. on 2/21/2024

What is your pulse oxygen percentage? (SpO2)

95

If you are on oxygen, please note how much

What is your temperature in Farenheit?

98.6

What is your weight (lbs)?

170

What is your height (in inches)?

74

Please make sure to enter your height in inches. e.g. if you are 5 foot 2 inches you should multiple (5x12) = 60 inches and 2 inches for a total of 62 inches

What is your blood glucose?
3. Possible eRegistration Tasks (continued)

You may be asked to test your hardware. You can do a hardware test any time before the day of your appointment.

For hardware test:

- Before it’s time for your video visit, make sure you have a working camera, microphone, and speaker.

4. Invite Others to Participate or Join Your Video Visit

Test hardware

Test that your camera and microphone are working.
4. Invite Others to Participate or Join Your Video Visit (continued)

Click + Invite a new guest

Select Someone to Invite or Invite a New Guest
Step-by-Step Instructions for Patient Video Visit

4. Invite Others to Participate or Join Your Video Visit (continued)

Choose to Add Someone Or Click Invite a New Guest

If you invite a new guest, you need to enter their contact information. Then click Send text message invitation.

After you have invited someone, you can manage participants by clicking View and Invite participants from your appointment details.

New Patient - Video Visit with Jason Alexander, M.D.
- This is a video visit
- Wednesday February 21, 2024
- Join by 3:30 PM CST
- Starts at 3:40 PM CST
- Add to calendar
- The following people have been invited to your visit:
  - Mickey Mouse
  - View and invite participants

Guests
- Invite a guest to join this video visit, such as a family member or caregiver. Guests can join the video visit with the link in their invitation message. Guests may have been invited by your provider.

Mickey Mouse (Grandchild)
- Last text sent at: 3:35 PM CST
- To: 7737021000
- Edit invitation
- Invite a new guest
5. Click to Join Your Video Visit.

You can Join your video visit up to 15 minutes before the start time.