

## Video Visit Instructions Using a Computer

Follow these instructions to attend your video visit appointment on your laptop or desktop computer.

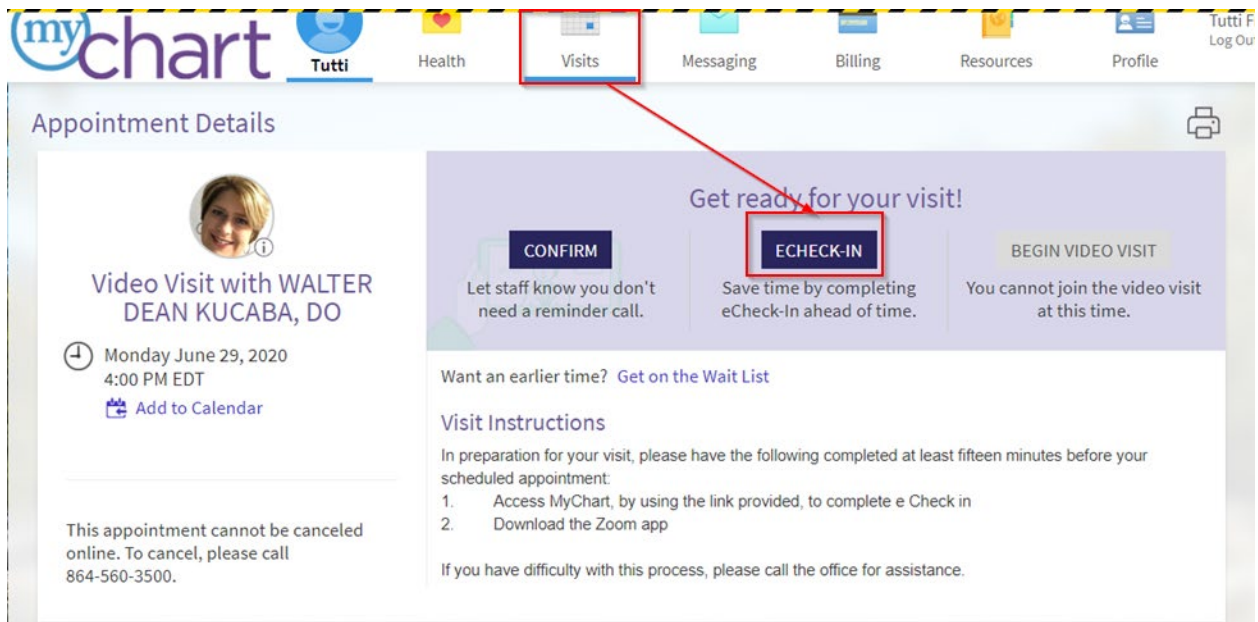
Please complete the set-up of your MyChart and Zoom apps and the initial steps (steps 1-3) the day before your scheduled appointment. Please complete the second part of the instructions (steps 4-10) on the day of your appointment with plenty of time before your appointment is scheduled to start. Following these steps will ensure you are able to start your scheduled appointment on time.

You may connect up to 15 minutes before your appointment time. You will be unable to connect 40 minutes after your scheduled time and your appointment will be canceled.

### On the day before your video visit

Have your insurance card and a credit card (if you have a co-pay), ready.

**Step 1:** Open your web browser, go to [mychart.spartanburgregional.com](http://mychart.spartanburgregional.com) and login to your account. Select the “Visits” tile at the top and then select “ECHECK-IN” for your upcoming video visit.



The screenshot displays the MyChart user interface. At the top, a navigation bar includes icons for 'mychart', 'Tutti', 'Health', 'Visits', 'Messaging', 'Billing', 'Resources', 'Profile', and 'Tutti F Log Out'. The 'Visits' icon is highlighted with a red box. Below the navigation bar, the 'Appointment Details' section is visible. On the left, it shows a profile picture of a woman, the name 'Video Visit with WALTER DEAN KUCABA, DO', and the appointment date and time: 'Monday June 29, 2020 4:00 PM EDT'. There is an 'Add to Calendar' button. On the right, a purple banner reads 'Get ready for your visit!' and contains three buttons: 'CONFIRM', 'ECHECK-IN', and 'BEGIN VIDEO VISIT'. The 'ECHECK-IN' button is highlighted with a red box. Below the banner, there is a section for 'Visit Instructions' with a list of steps: 1. Access MyChart, by using the link provided, to complete e Check in; 2. Download the Zoom app. A note at the bottom states: 'If you have difficulty with this process, please call the office for assistance.'

### Step 2

Follow the prompts to complete the check-in process. You must fully complete eCheck-in to be able to join your video visit, including paying the co-pay. Review the information on each screen. If the information is correct, select “Information is Correct”. If the information is not correct, select “Edit” and make any needed changes. You may also be prompted to complete a questionnaire. Please complete the questionnaire, as this provides us the most up-to-date information regarding your history and symptoms.

### Step 3

When you have completed all eCheck-in steps, select "submit". Select "Continue". You will see confirmation that you have completed eCheck-in.

The screenshot shows the MyChart interface for an appointment. At the top, the MyChart logo is on the left, and navigation tabs for Tutti, Health, Visits, Messaging, Billing, Resources, and Profile are on the right. The main content area is titled "Appointment Details" and features a purple banner that says "Thanks for using eCheck-In! The information you've submitted is now on file." Below this, there are two main columns. The left column contains a profile picture of a woman, the text "Video Visit with WALTER DEAN KUCABA, DO", the appointment date and time "Monday June 29, 2020 4:00 PM EDT", and an "Add to Calendar" button. A note at the bottom of this column states: "This appointment cannot be canceled online. To cancel, please call 864-560-3500." The right column has a purple header "It's time to start your video visit!" with two buttons: "CONFIRM" and "BEGIN VIDEO VISIT". Below the buttons, there are instructions: "Let staff know you don't need a reminder call." and "When you are ready to talk to your doctor, click the button." Further down, there is a link "Want an earlier time? Get on the Wait List" and a section for "Review your questionnaire answers below." with two checked items: "Communicable Disease Screening (Print)" and "Patient History (Print)". A "Visit Instructions" section follows, stating: "In preparation for your visit, please have the following completed at least fifteen minutes before your scheduled appointment:" and listing two steps: "1. Access MyChart, by using the link provided, to complete e Check in" and "2. Download the Zoom app". A final note says: "If you have difficulty with this process, please call the office for assistance."

## On the day of your video visit

You may connect up to 15 minutes before your scheduled appointment. Connecting more than 40 minutes past the scheduled time will result in a canceled appointment that you will need to reschedule.

Before joining the call, make sure you have a strong WiFi signal, sit in a well-lit area and remove dressings and bandages.

### Step 4

Open your web browser, go to [mychart.spartanburgregional.com](http://mychart.spartanburgregional.com), and log in to your account. Select the "Visits" tile at the top. Select "Details" to open your appointment.

The screenshot displays the MyChart patient portal interface. At the top, there is a navigation bar with the MyChart logo and several menu items: Tutti, Health, Visits (which is highlighted), Messaging, Billing, Resources, and Profile. A user profile icon for 'Tutti Fi' with a 'Log Out' option is visible in the top right corner. Below the navigation bar, the page title is 'Appointment Details'. A purple banner at the top of the content area says 'Thanks for using eCheck-In! The information you've submitted is now on file.' The main content area is split into two columns. The left column features a circular profile picture of a woman, followed by the text 'Video Visit with WALTER DEAN KUCABA, DO'. Below this, the appointment date and time are listed as 'Monday June 29, 2020 4:00 PM EDT', with an 'Add to Calendar' button. A note at the bottom of this column states: 'This appointment cannot be canceled online. To cancel, please call 864-560-3500.' The right column has a purple header that says 'It's time to start your video visit!'. Below this header are two buttons: 'CONFIRM' and 'BEGIN VIDEO VISIT'. Under the 'CONFIRM' button, there is a message: 'Let staff know you don't need a reminder call.' Under the 'BEGIN VIDEO VISIT' button, there is a message: 'When you are ready to talk to your doctor, click the button.' Below these buttons, there is a section for 'Visit Instructions' which includes a link to 'Get on the Wait List' if the user wants an earlier time, and a section for reviewing questionnaire answers with two checked items: 'Communicable Disease Screening (Print)' and 'Patient History (Print)'. The visit instructions list two steps: 1. Access MyChart, by using the link provided, to complete e Check in. 2. Download the Zoom app. A final note at the bottom of the right column says: 'If you have difficulty with this process, please call the office for assistance.'

## Step 5

Select "Begin Video Visit" to connect to your visit.

The screenshot displays the MyChart patient portal interface. At the top, there is a navigation bar with the MyChart logo and several menu items: Health, Visits (which is currently selected), Messaging, Billing, Resources, and Profile. A user profile icon for 'Tutti' is also visible in the top right corner.

The main content area is titled 'Appointment Details'. A purple banner at the top of this section reads 'Thanks for using eCheck-In! The information you've submitted is now on file.' Below this, there is a section for the appointment details, including a profile picture of the doctor, 'WALTER DEAN KUCABA, DO', and the appointment date and time: 'Monday June 29, 2020 4:00 PM EDT'. There is also an 'Add to Calendar' button.

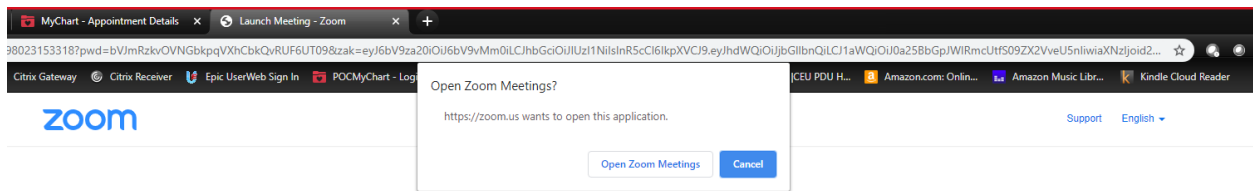
To the right of the appointment details, there is a large purple box with the heading 'It's time to start your video visit!'. Inside this box, there are two buttons: 'CONFIRM' and 'BEGIN VIDEO VISIT'. The 'BEGIN VIDEO VISIT' button is highlighted with a red rectangular box. Below the buttons, there are instructions: 'Let staff know you don't need a reminder call.' and 'When you are ready to talk to your doctor, click the button.'

Below the purple box, there is a section for 'Visit Instructions'. It includes a link to 'Get on the Wait List' if the user wants an earlier time. It also asks the user to 'Review your questionnaire answers below.' and shows two checked items: 'Communicable Disease Screening (Print)' and 'Patient History (Print)'. The instructions list two steps: 1. 'Access MyChart, by using the link provided, to complete e Check in' and 2. 'Download the Zoom app'. A final note states: 'If you have difficulty with this process, please call the office for assistance.'

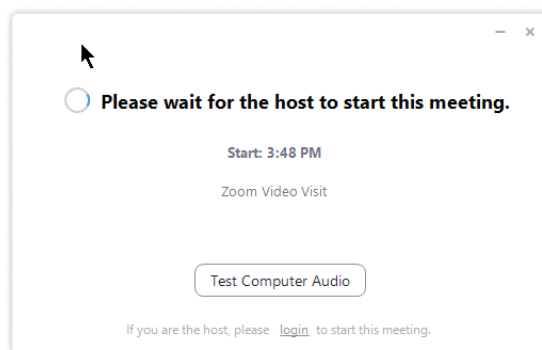
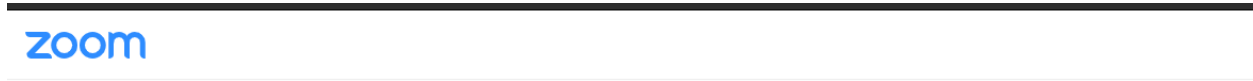
At the bottom left of the appointment details section, there is a note: 'This appointment cannot be canceled online. To cancel, please call 864-560-3500.'

## Step 6

A new tab will open. It will launch a pop-up for Zoom. If you do not get a pop-up upon clicking “Begin Video Visit”, please check your web browser’s pop-up settings and allow Zoom for pop-ups.



When system dialog prompts, click **Open Zoom Meetings**.

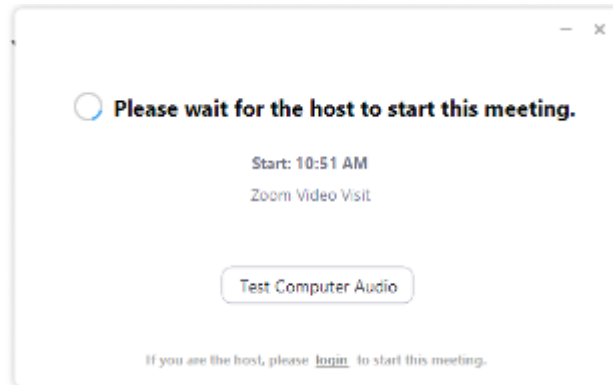


**Open Zoom Meetings.**

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

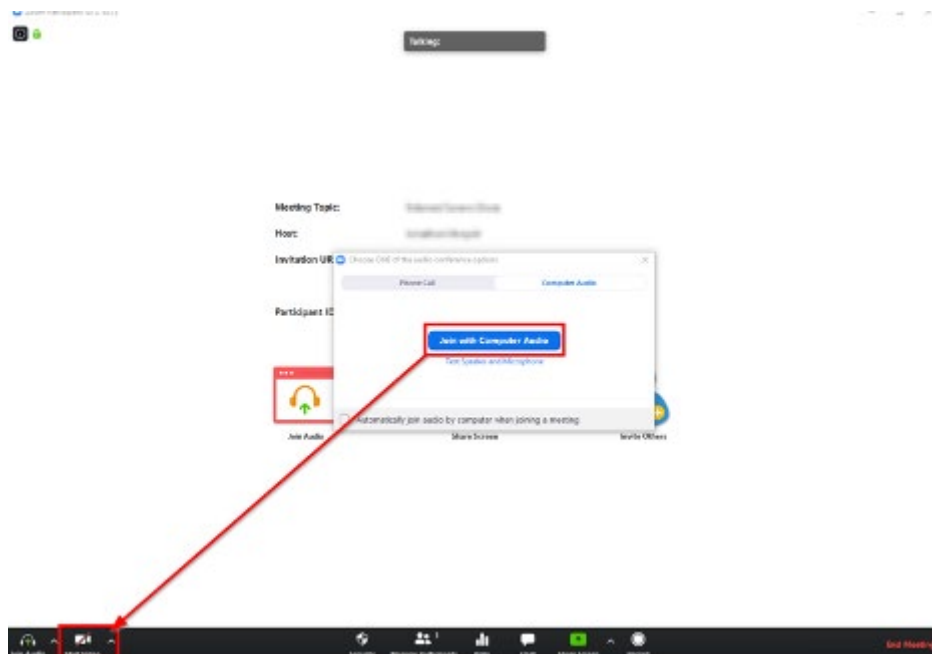
## Step 7

Once connected and waiting for your provider to join the visit you will see this screen. Your provider is the host and will start the meeting when they join the visit. Do not attempt to login while you wait for the visit to begin.



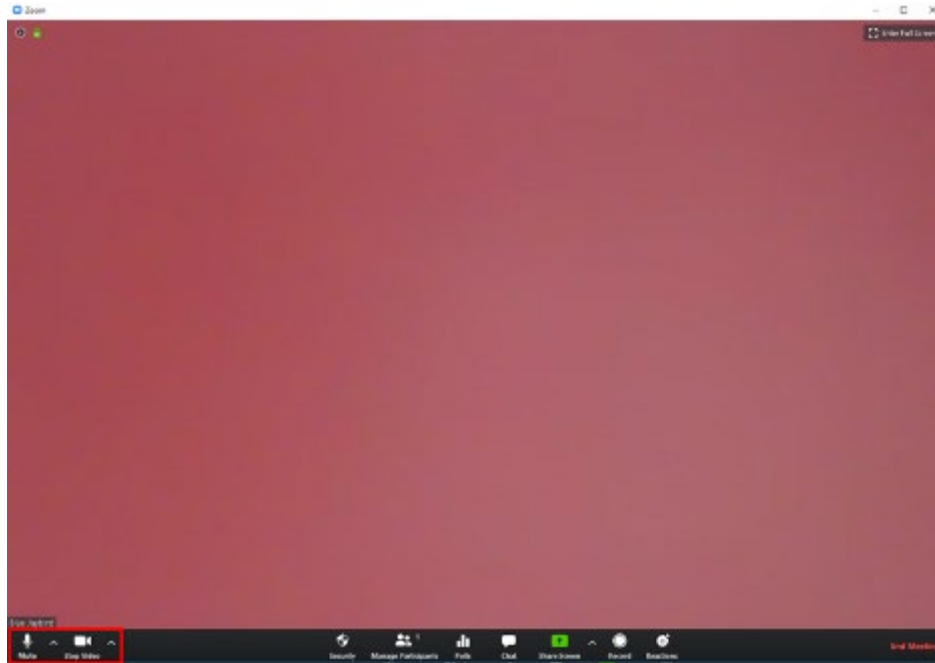
## Step 8

When your provider connects, you will see a video preview screen and be prompted to connect audio. Select "Join with Computer Audio". If prompted, allow the computer to join with video.



## Step 9

Check that your microphone is unmuted and video has started. The video camera and audio microphone should **not** have red lines through them.



## Step 10

Your provider will end the meeting when the visit is over.