Get ready for your virtual visit

PacMed virtual visits are a safe, convenient way to receive care without coming to the doctor's office. Most visit types can be done through a virtual (or "telehealth") visit, so long as they don't require a physical examination. For your virtual visit, you will need:

- A stable internet connection.
- A quiet place for your visit.
- A working camera, microphone and speakers on your mobile phone or desktop or laptop computer (Windows or Mac). These may be built in or you can use an external plug-in camera and headphones.
- The camera should be able to see you at the same time as you see the screen, like taking a "selfie."
- A current MyChart account linked to PacMed. If you aren't set up, visit our MyChart page.
- If using mobile, you'll also need to download the free Zoom app onto your smartphone or tablet.

Zoom is a secure video conferencing platform that allows you to see your doctor. Our Zoom visits are encrypted, HIPAA-compliant, password protected (to admit only you and your provider) and regularly updated with additional security measures.

www.PacMed.org
1.888.4PACMED (1.888.472.2633)

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Please follow these steps in advance of your virtual visit:

We may call you on the phone 30 minutes before your visit to check you are set up. If you have trouble, please call your clinic or visit www.PacMed.org/telehealth.

Using a Mobile Device
Skip below if using a computer

| STEPS:		Screen Examples:
1.	**BEFORE APPOINTMENT** From your smart phone or tablet, go to the App Store or Google Play and search for the Zoom Cloud Meetings app; click "Get" or "Download." **Please allow access to camera and microphone if prompted.	ZOOM Cloud Meetings Business ★★★★★ 16.4K OPEN Start or join a meeting instantly / Stay connected with instant messaging / Amazing video and audio quality
2.	**BEFORE APPOINTMENT** From your smart phone or tablet, go to the App Store or Google Play and search for the MyChart app; click "Get" or "Download." Verify you can login without difficulty.	MyChart
3.	**FOR YOUR APPOINTMENT** Open the MyChart app on your smart phone or tablet and log in. Please log in early.	2:20 App Store Switch Organizations pacific medical centers Username Password LOG IN Forgot Password or Username? Don't have an account? SIGN UP NOW
4.	Click on MESSAGES from the main menu.	16:16 MyChart epic Two This is a non-production environment. If you are a patient, contact the system administrator immediately. CARE TEAM Marcie K. Drury Brown, MD ACTIVITIES Test Results / Messages / Appointments Medications / To Do / Health Summary Letters / Questionnaires / Share My Record
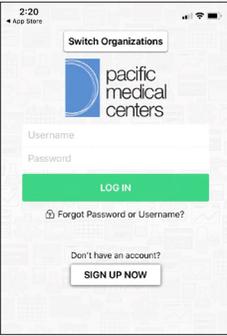
5.	In your inbox, find the message that says "Virtual visit with your [provider or clinic]" on your appointment date. Click on the message to open it.	
6.	Your message will include a link to activate your virtual visit. Click on the link provided 5 minutes before your appointment is scheduled to start.	
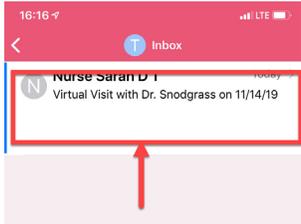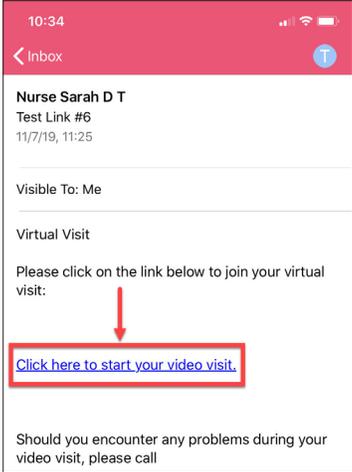
		iPhone Interface:	Android Interface:
7.	At this point, Zoom will automatically open, and you will be in a 'virtual waiting room.' Your provider will join you shortly. **There is nothing to click on this screen.		
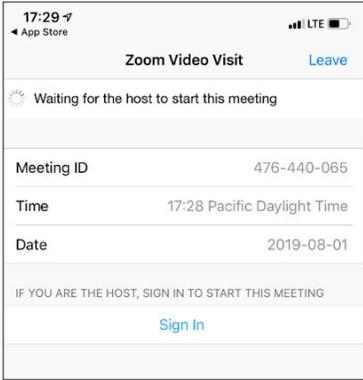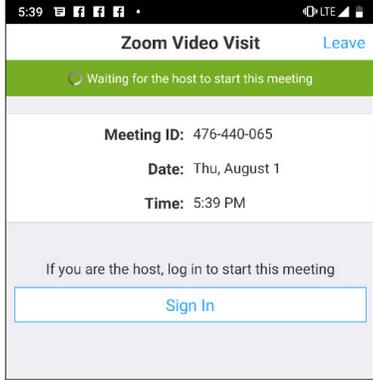
		iPhone Interface:	Android Interface:
8.	When your provider joins you, you will be asked to select an audio option. Select "Call using internet audio" or "Device Audio." You may also be asked to allow access to your microphone and camera. *If you don't allow this at first, you can still join by clicking "Join Audio" in the lower left corner of the screen. **If using an Android device, look at the bottom of the screen for the red video camera with a slash through it. You will need to click this to allow your video to be displayed.		
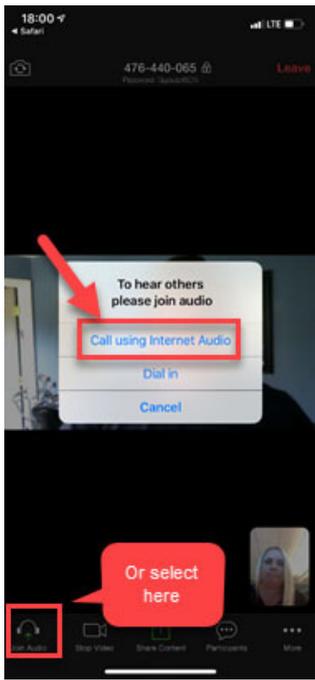
Using a Desktop or Laptop Computer

STEPS:		Screen Examples:
1.	**BEFORE APPOINTMENT** From your desktop or laptop computer's browser, type in www.PacMed.org.	
2.	**BEFORE APPOINTMENT** Click on the MyChart icon, top right, and proceed to log in to your MyChart account. This process is to verify that you can log in without difficulty on the day of your appointment.	
3.	**FOR YOUR APPOINTMENT** Go to www.PacMed.org. Click on the MyChart icon in the top right and proceed to log in to your MyChart account with your created credentials.	
4.	Click the MESSAGING button after the login screen. Then find the Messaging Center through the drop-down menu.	Messaging → Virtual Visit with Dr. Rachel on 3/18/20
5.	At the time of your appointment, click on the link that says "Click here to start your video visit."	5. Your message will have the link to y 6. At your appointment time, click on Click here to start your video visit. 7. After Zoom is opened, you will be ta nothing to click on with this screen.
6.	Zoom Cloud Meetings will launch automatically, and you will be taken to a "virtual waiting room." *There is nothing to click on during this time*	Please wait for the host to start this meeting. This is a recurring meeting Kristine Gardner's Personal Meeting Room Test Computer Audio If you are the host, please login to start this meeting.
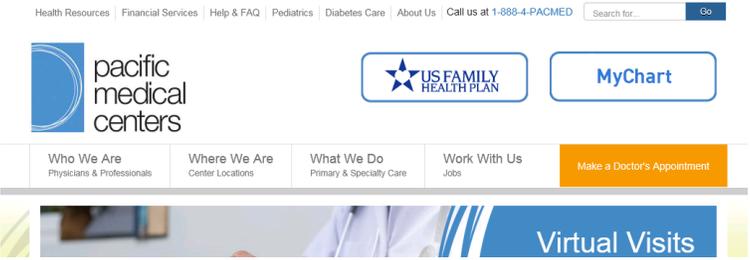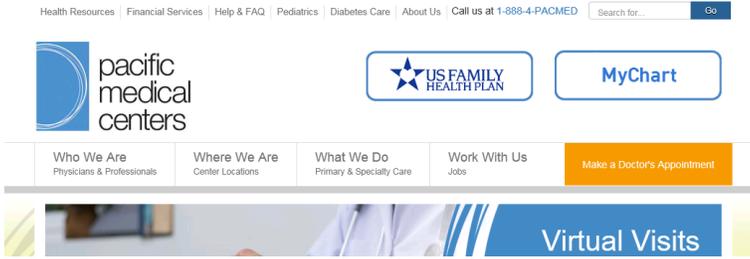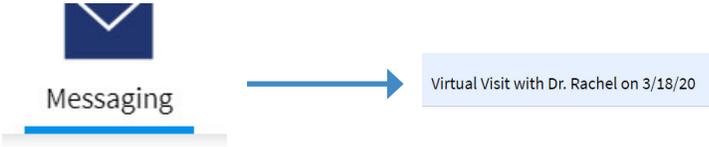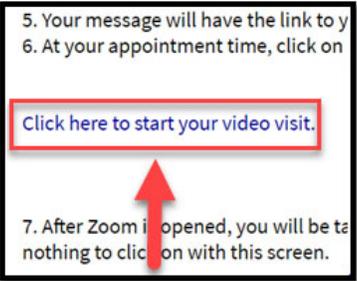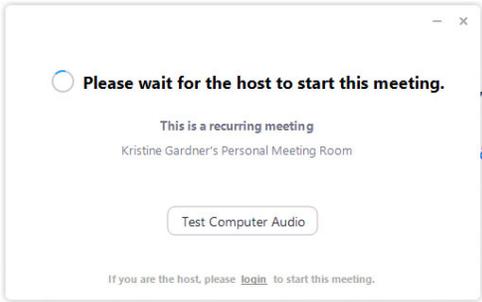
7.	You will be admitted to the session once your provider joins. You may be prompted to allow access to your microphone and camera.	
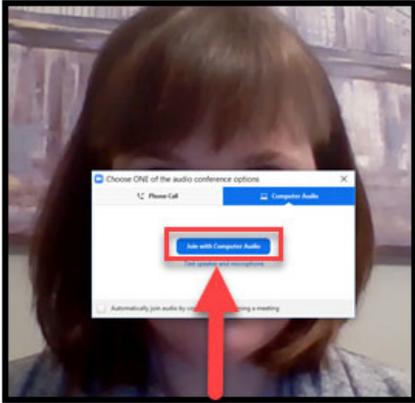
TROUBLESHOOTING for SMART PHONES AND TABLETS		
1.	If you have not already downloaded the Zoom app ahead of time, you may see this screen first saying "Safari [or your browser] cannot open this page…" Click 'OK' *Clicking "Join Meeting" will not work. Once you have the Zoom Cloud app downloaded, you'll need to return to MyChart in-box and open the email described in steps 5 and 6. Zoom will automatically activate at that point.	
2.	This screen pops up and you need to select the blue "Download from AppStore" button. Android phones will automatically redirect to the Google Play store to download Zoom. If you still have trouble, please call your clinic or visit www.PacMed.org/telehealth.	iPhone Interface: Android Interface:
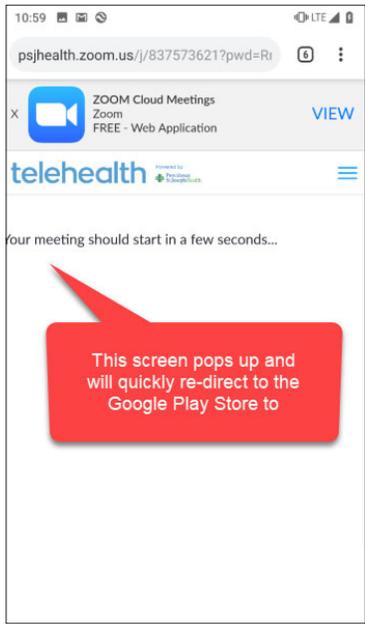
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ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-311-9127 (TTY: 711).

注意：如果您講中文，我們可以給您提供免費中文翻譯服務，請致電888-311-9127 (TTY: 711）