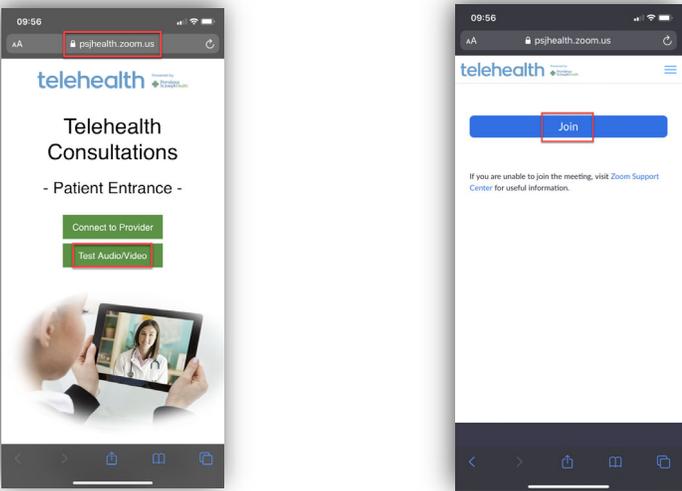


Step-by-Step Guide for Virtual Visits

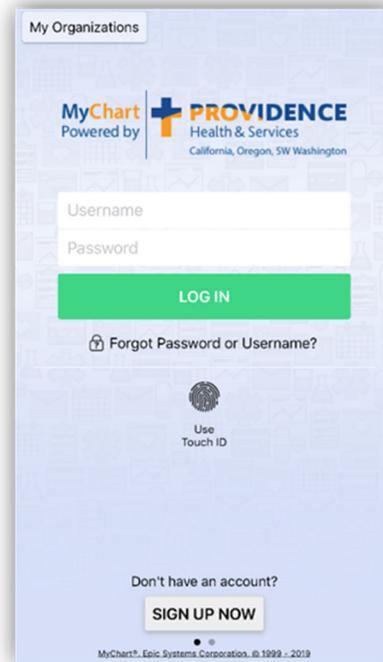
FOR: PATIENTS

STEPS: OPTION 1 Using a Mobile Device & MyChart	Screen Examples:
<p>1. Day before your appointment</p> <p>From your smart phone or tablet, go to the app store and search for the MyChart app; download to your device.</p> <p>Verify you can login to your region without difficulty.</p>	
<p>2. Day before your appointment</p> <p>From your smart phone or tablet, go to the app store and search for the Zoom Cloud Meetings app; download to your device.</p> <p>**Please allow access to camera and microphone if prompted.</p>	
<p>3. Test your device</p> <p>Go to psjhealth.zoom.us and click the Test Audio/Video green button.</p> <p>You will be redirected to the Zoom device testing page. Click the blue Join button to test your device.</p>	

4.

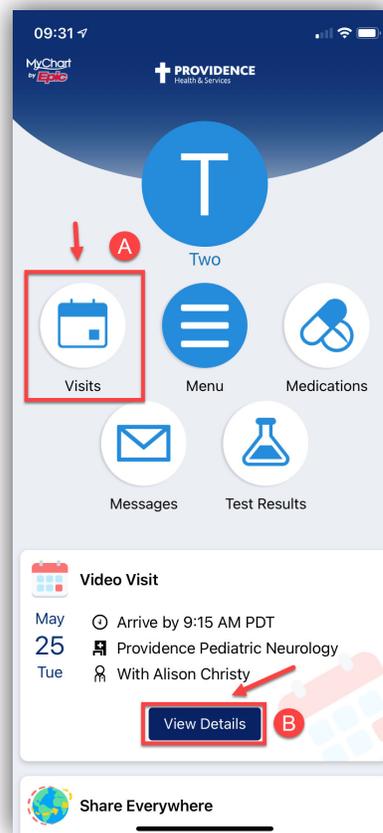
Day of appointment

Open the MyChart app on your smart phone or tablet and log in.



5.

OPTION A: Click on **VISITS** icon from the main menu

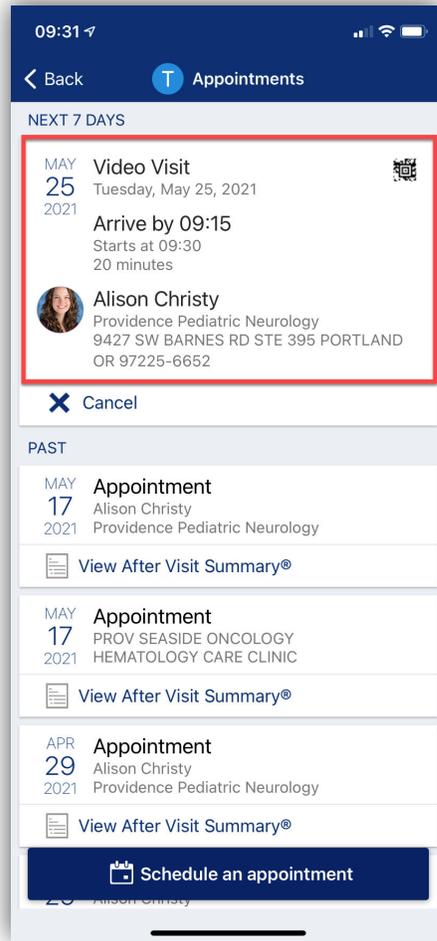


OPTION B: Click on **VISIT DETAILS** button under your video visit on the main menu. Skip step 6 if choosing this option

In your appointments, you will see your Video Visit with your provider listed.

Click on the appointment to open it.

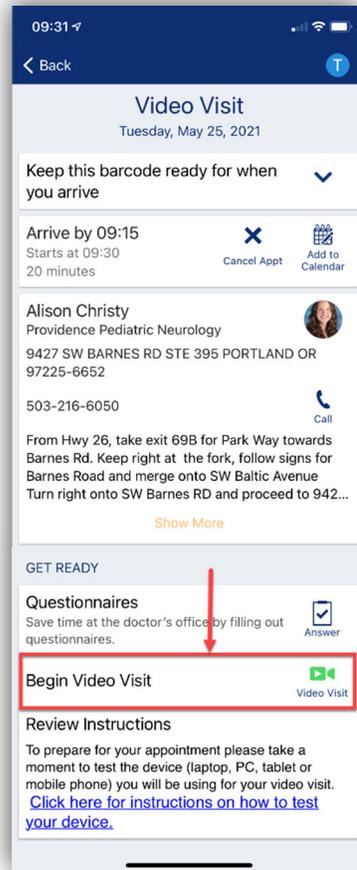
6.



Your appointment details will be shown on the next screen.

7.

At the time of your appointment, click on the green camera icon to launch the video.

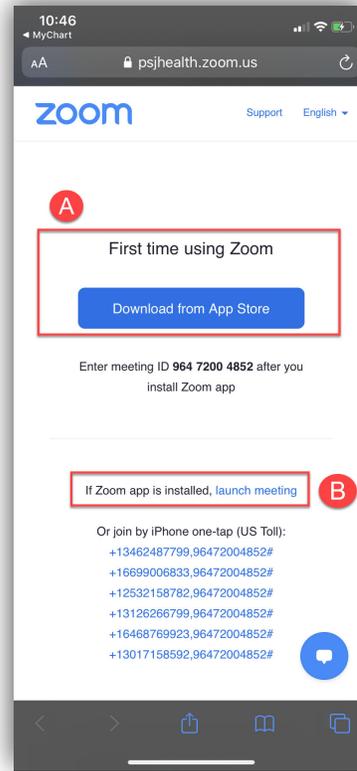


If you haven't already downloaded the Zoom app, you can do so now (A) example to the right.

You'll be redirected to the app store, download the app and follow instructions from **STEP 2** above.

8.

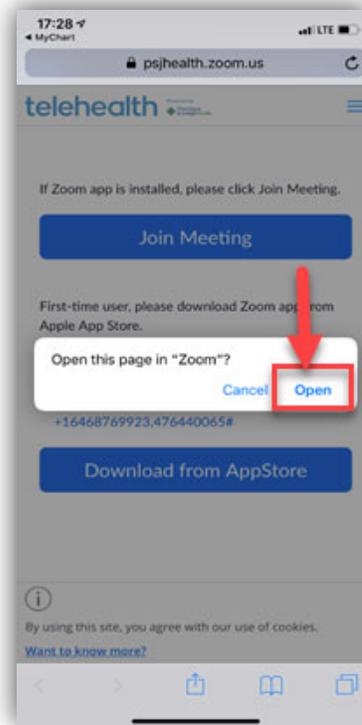
If you have previously downloaded the Zoom app, launch it from (B) example to the right.



Once you click launch meeting, you are then prompted to open the Zoom app.

9.

CLICK OPEN



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.**

10.



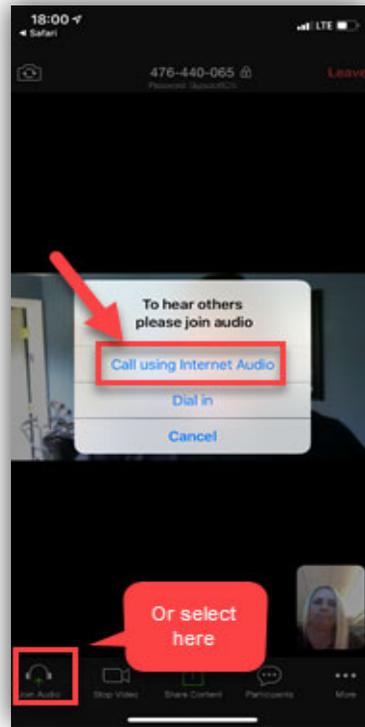
When your provider joins the video appointment and you are admitted from the “waiting room,” you will be asked to join audio.

Click one of the following:
CALL USING INTERNET AUDIO or
CALL VIA DEVICE AUDIO

11. *If you don't allow this, or accidentally hit cancel, you can still join by clicking “**Join Audio**” in the lower left corner of the screen.

*You may also be asked to allow access to your microphone and camera.

iPhone Interface:



Android Interface:



Proceed with Virtual Visit.

Once the visit is done, **CLICK LEAVE/END** to exit the virtual visit.

12.



STEPS: OPTION 2
Using a Mobile Device &
Reminder Text

Screen Examples:

1.

Day before your appointment

From your smart phone or tablet, go to the app store and search for the **Zoom Cloud Meetings** app; download to your device.

****Please allow access to camera and microphone if prompted.**

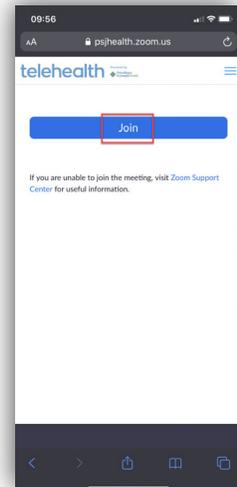
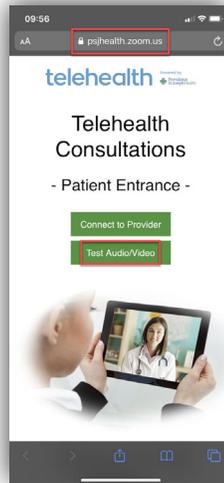


2.

Test your device

Go to **psjhealth.zoom.us** and click the **Test Audio/Video** green button.

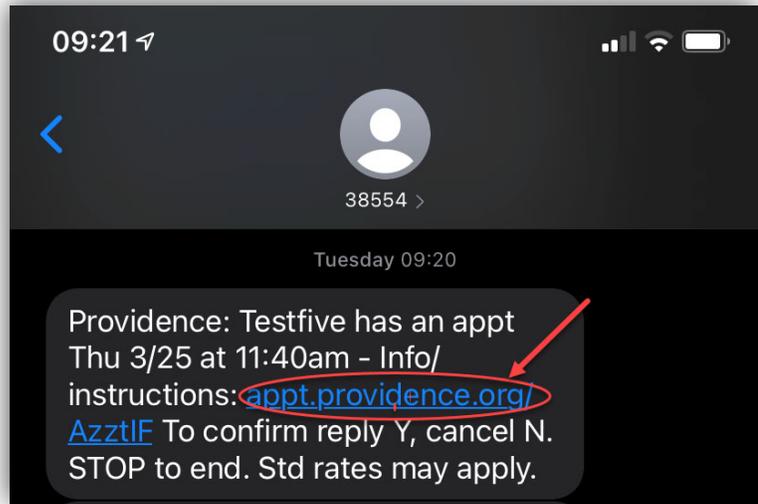
You will be redirected to the Zoom device testing page. Click the blue **Join** button to test your device.



Day of appointment

Open the reminder text you received two days prior to your appointment and click on the link in the text 'app.providence.org/...' to open the web page that contains the link to the video visit

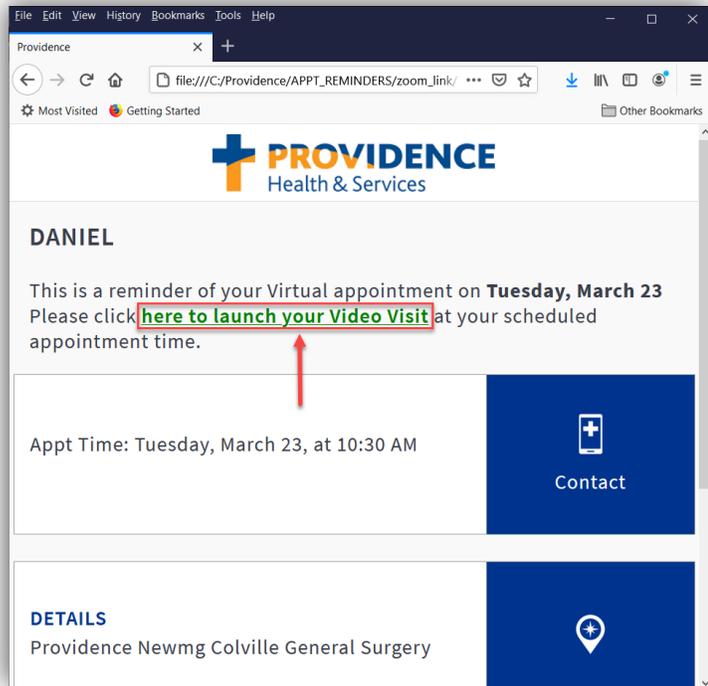
3.



Once on the web page, click the bolded hyperlinked text 'here to launch your Video Visit' to start your video visit

Your mobile device will then launch the secure Zoom session for your video visit

4.

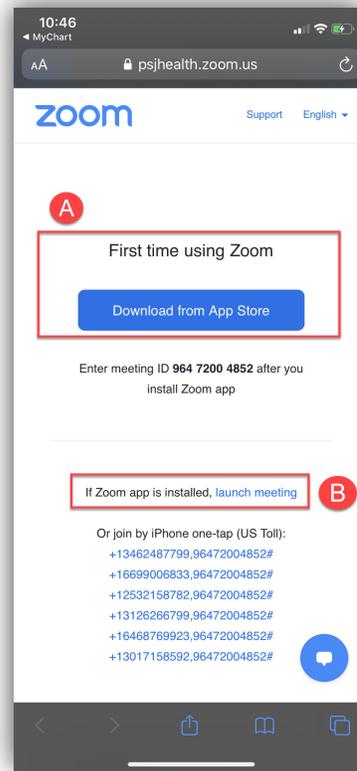


If you haven't already downloaded the Zoom app, you can do so now (A) example to the right.

You'll be redirected to the app store, download the app and follow instructions from **STEP 2** above.

5.

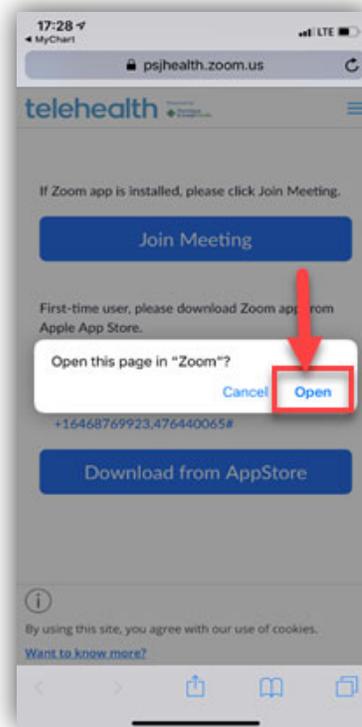
If you have previously downloaded the Zoom app, launch it from (B) example to the right.



Once you click launch meeting, you are then prompted to open the Zoom app.

6.

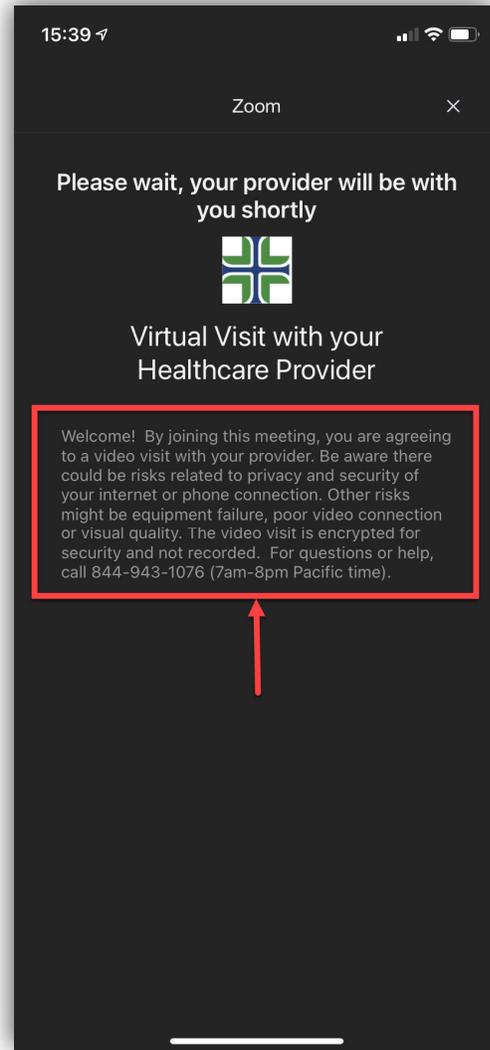
CLICK OPEN



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.**

7.



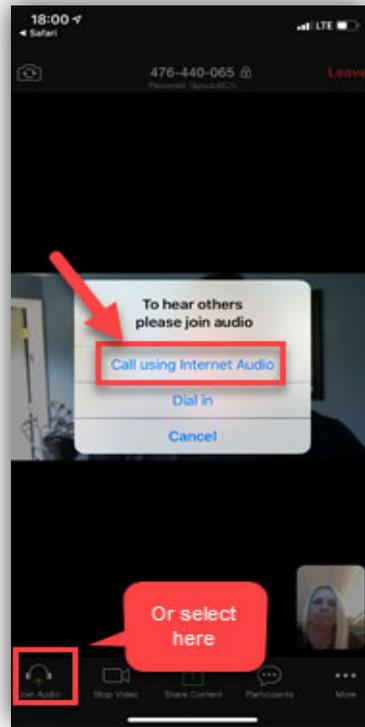
When your provider joins the video appointment and you are admitted from the “waiting room,” you will be asked to join audio.

Click one of the following:
CALL USING INTERNET AUDIO or
CALL VIA DEVICE AUDIO

8. *If you don't allow this, or accidentally hit cancel, you can still join by clicking “**Join Audio**” in the lower left corner of the screen.

*You may also be asked to allow access to your microphone and camera.

iPhone Interface:



Android Interface:



Proceed with Virtual Visit.

Once the visit is done, **CLICK LEAVE/END** to exit the virtual visit.

9.



STEPS: OPTION 3
Using a Mobile Device & Email

Screen Examples:

1.

Day before your appointment

From your smart phone or tablet, go to the app store and search for the **Zoom Cloud Meetings** app; download to your device.

****Please allow access to camera and microphone if prompted.**

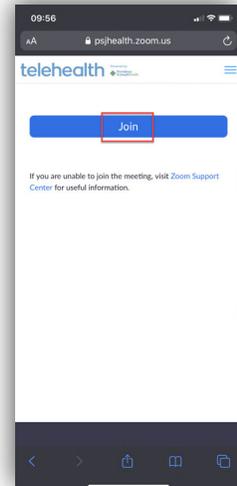
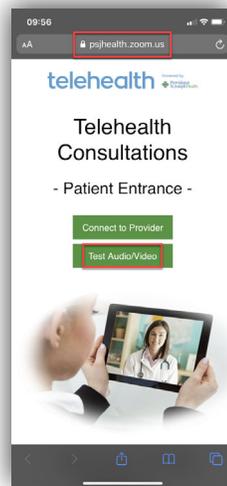


2.

Test your device

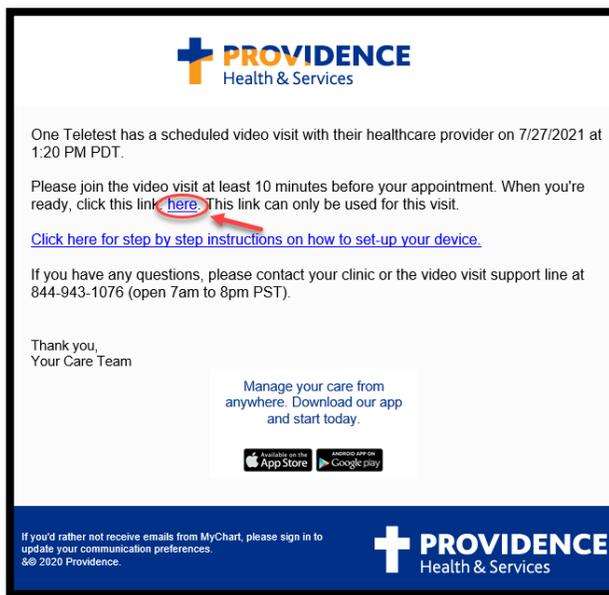
Go to **psjhealth.zoom.us** and click the **Test Audio/Video** green button.

You will be redirected to the Zoom device testing page. Click the blue **Join** button to test your device.



Day of appointment

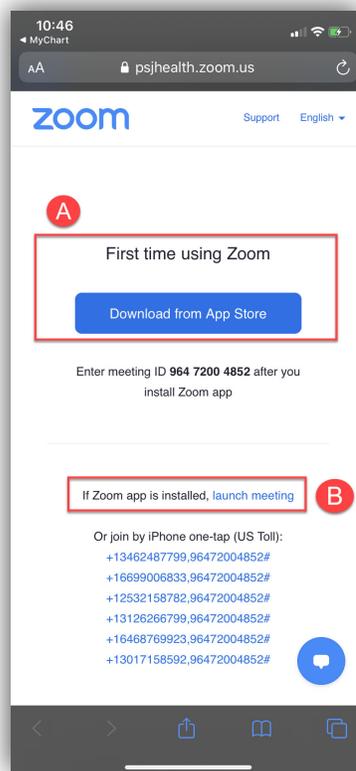
Open the email you received from “DONOTREPLYMYCHART” with subject line: Join your video visit with your healthcare provider and click on the hyperlinked text “here” to launch your video visit.



3.

If you haven't already downloaded the Zoom app, you can do so now (A) example to the right.

You'll be redirected to the app store, download the app and follow instructions from STEP 2 above.



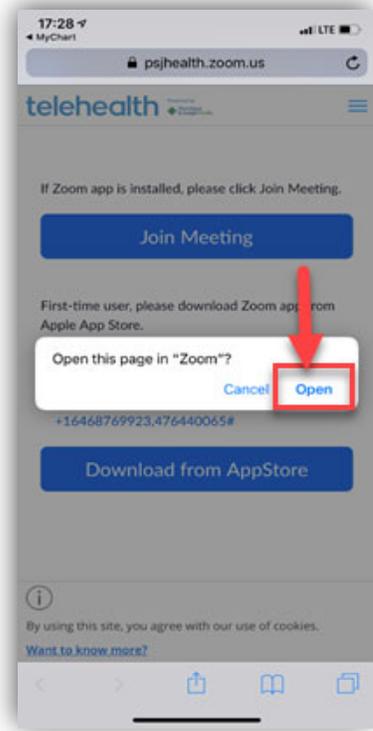
4.

If you have previously downloaded the Zoom app, launch it from (B) example to the right.

Once you click launch meeting, you are then prompted to open the Zoom app.

5.

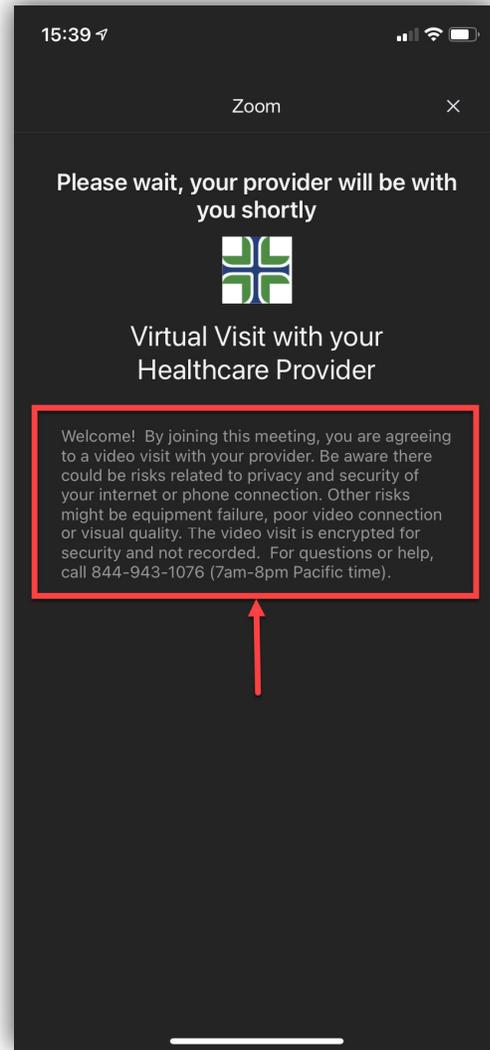
CLICK OPEN



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.**

6.



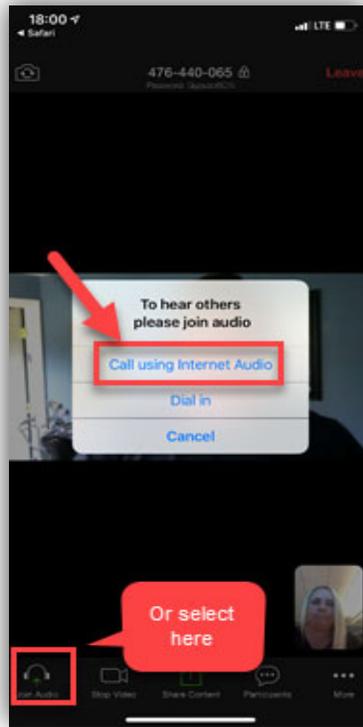
When your provider joins the video appointment and you are admitted from the “waiting room,” you will be asked to join audio.

Click one of the following:
CALL USING INTERNET AUDIO or
CALL VIA DEVICE AUDIO

7. *If you don't allow this, or accidentally hit cancel, you can still join by clicking “**Join Audio**” in the lower left corner of the screen.

*You may also be asked to allow access to your microphone and camera.

iPhone Interface:



Android Interface:



Proceed with Virtual Visit.

Once the visit is done, **CLICK LEAVE/END** to exit the virtual visit.

8.



STEPS: Using a Desktop or Laptop Computer and MyChart

Screen Examples:

1.

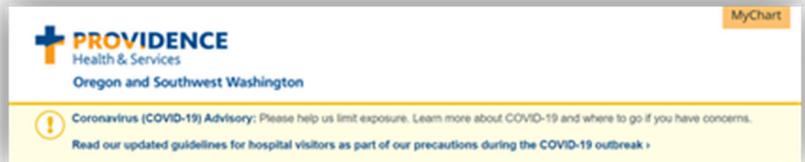
DAY BEFORE APPOINTMENT

From your desktop or laptop computer's browser, type in <https://www.providence.org/>, and select your region of service.



2.

Click on the **MyChart** icon, top right for most regions, and proceed to log in to your MyChart account.



For Southern CA, select My Account, a drop down list will appear, and select MyChart and log in to your account.



*This process is to verify that you can log in without difficulty on the day of your appointment.

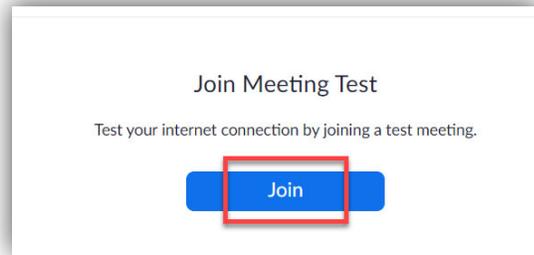
TEST YOUR DEVICE

Go to psjhealth.zoom.us and click the **Test Audio/Video** green button.



3.

You will be redirected to the Zoom device testing page. Click the blue **Join** button to test your device.



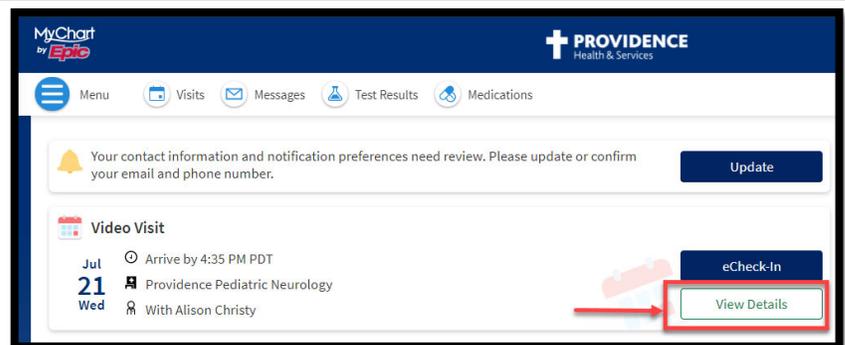
DAY OF APPOINTMENT

Follow STEPS 1-2 above for desktop/laptop device.



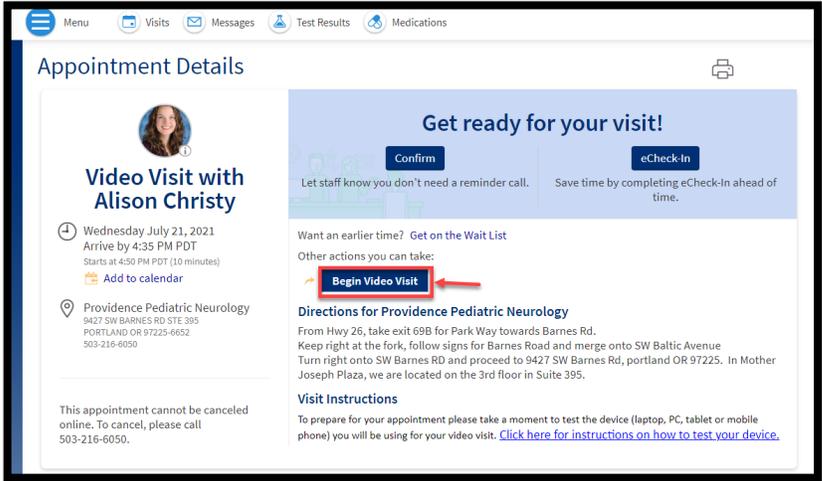
4.

Click the **VIEW DETAILS** button on your upcoming Video Visit from the home page.



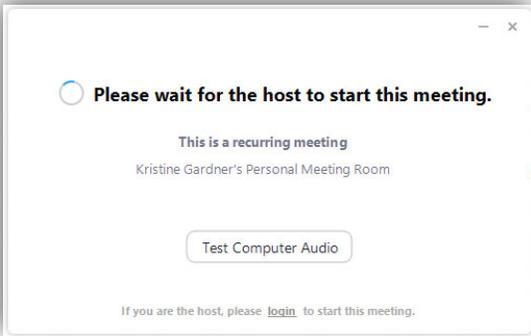
5.

6. Click the **BEGIN VIDEO VISIT** when you are ready to join your visit.

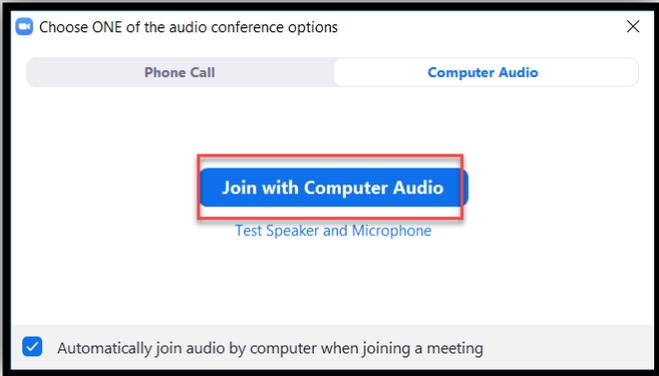


7. *Zoom Cloud Meetings* will launch automatically, and you will be taken to a "virtual waiting room."

There is nothing to click on during this time

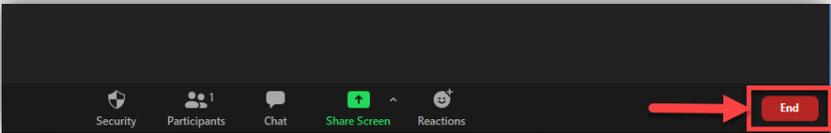


8. You will be admitted to the session once your provider joins. You may be prompted to allow access to your microphone and camera.



9. Proceed with Virtual Visit.

Once the visit is done, **CLICK LEAVE/END** to exit the virtual visit.



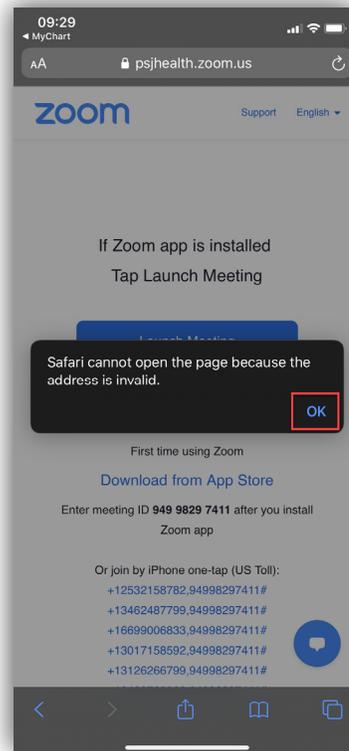
TROUBLESHOOTING for SMART PHONES AND TABLETS

If you have not already downloaded the Zoom app ahead of time, you will see this screen first saying “Safari cannot open this page...”

Click ‘OK’

Once you have the ZOOM Cloud app downloaded, you’ll need to return to MyChart and click the Begin Video Visit button again. ZOOM will automatically activate at that point.

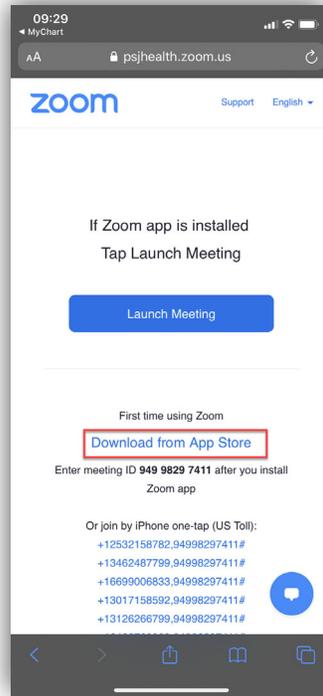
1.



This screen pops up and you need to select the blue "Download from AppStore" button

2.

iPhone Interface:



Android Interface:

