Instructions for a scheduled **Mobile Video Visit** via My UNC Chart

(These instructions are accessible when signed into My UNC Chart mobile app)

1. **Identify the Scheduled Video Visit**

   **My UNC Chart**
   Appointment Scheduled
   3/30/20, 1:14 PM

   Visible To: Me

   Department: North Carolina Surgery
   Raleigh
   Phone: 919-784-7874
   Provider: PHYSICIAN FAMILY MEDICINE, MD
   Date: 3/30/20
   Time: 4:00 PM
   Visit Type: Video Visit

   **Visit Instructions:**
   Please sign in to My UNC Chart at least 15 minutes before your appointment to complete any unfinished steps in the Get Started process.
   Get Started is required to be completed prior to starting your video visit.
Uploading and Sending Photos for Video Visit:

If your provider asks you to upload and send photos in preparation for your video visit please click here to find instructions on how to upload and send your photos via PC or smartphone.
Getting Started with your Scheduled Video Visit

Verify Your Personal Information

Contact Information

Going somewhere for a while? Add a Temporary Address

Details About Me

Preferred Name: Not entered
Gender Identity: Not entered
Sexual Orientation: Not entered
Religion: Not entered

Legal Sex: Female
Sex Assigned at Birth: Not entered
Marital Status: Not entered

You will move through each page starting with personal info. Scroll down and check "This information is correct."
Responsibility for Payment

* 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

STATE HEALTH PLAN
STATE HEALTH PLAN
Subscriber Name
Subscriber Number
Group Number

ADD INSURANCE CARD PHOTOS
Uploading images of your card now will help speed up the check-in process for your next visit.

UPDATE COVERAGE
REMOVE COVERAGE
ADD A COVERAGE
NEXT
BACK
FINISH LATER

Each time you check "This information is correct" - the button will turn yellow with a “Next” (click on next).
List state, internet browser, and phone number

For an upcoming appointment with PHYSICIAN FAMILY MEDICINE, MD on 4/2/2020

What state are you currently located in?
Select all that apply.

- North Carolina

Phone number we can reach you at
Please enter a phone number we can call you at in case the connection is lost (Format xxx-xxx-xxxx)

999-999-9999

What Internet Browser are you currently using for MyChart?
- Google Chrome
- Mozilla Firefox
- Apple Safari
- Microsoft Edge
- Internet Explorer
- Opera
- Netscape Navigator
- Slim Browser
- Other

Video Visit Questionnaire

For an upcoming appointment with PHYSICIAN FAMILY MEDICINE, MD on 4/2/2020

Please review your responses. To finish, click Submit. Or, click any question to modify an answer.

What state are you currently located in?
- North Carolina

Phone number we can reach you at
- 999-999-9999

What Internet Browser are you currently using for MyChart?
- Google Chrome

CONTINUE
FINISH LATER CANCEL

SUBMIT
BACK FINISH LATER CANCEL
Update your medical history, family history, and substance/sexual activity.

1. Abnormal pap
   - Yes
   - No

2. HIV/AIDS
   - Yes
   - No

3. Pyelonephritis
   - Yes
   - No

4. Cancer
   - Yes
   - No

5. Hormone problems
   - Yes
   - No

6. Renal cancer
   - Yes
   - No

7. Anesthesia Problem
   - No

8. Cancer
   - No

9. Clotting Disorder
   - No

10. GU problems
    - No

11. Heart Disease
    - No

12. High Blood Pressure
    - Yes

13. Smoking status
    - Current Everyday Smoker
    - Current Some Day Smoker
    - Never
    - Former Smoker
    - Passive
    - Heavy Smoker
    - Light Smoker

14. Comments on your history with tobacco:

15. Alcohol Use

It's okay if you didn't respond to everything. You can still scroll down and click submit (or you can click Modify if you want to change or add responses.)
Begin your visit

7:56 AM

Appointments

NEXT 7 DAYS

APR 3 2020
VIDEO VISIT
Friday, April 3, 2020
Starts at 4:00 PM
15 minutes
PHYSICIAN FAMILY MEDICINE, MD

× Cancel

PAST

APR 1 2020
Appointment
Steven N Lichtman, MD

View After Visit Summary®

MAR 31 2020
Appointment
PHYSICIAN FAMILY MEDICINE, MD

View After Visit Summary®

MAR 26 2020
Appointment
Seth M Weinreb, MD

SCHEDULE AN APPOINTMENT

VIDE0 VISIT
Friday, April 3, 2020

Starts at 4:00 PM
15 minutes

PHYSICIAN FAMILY MEDICINE, MD

GET READY

Get Started Complete
Thanks for using Get Started. The information you've submitted is now on file.

Appointment Confirmed
You will not receive a reminder call for this appointment.

Video Visit
Begin Video Visit

Review Instructions
Please sign in to My UNC Chart at least 15 minutes before your appointment to complete any unfinished steps in the Get Started process. Get Started is required to be completed prior to.

BEGIN VISIT

If this is an emergency, call 911 or go to the nearest...
Test your microphone, speaker and video

You will get several questions about whether your device will access the microphone (or video). Click Allow for all of them.

Click Yes if you hear the audio. Make sure your phone or device is not muted or on vibrate.

If you need assistance you can contact support at any time.
Test Call
A test call is being generated below. Once you see the photo of the doctor and hear the audio, press YES to continue.

Trying to connect. This might take about 24... seconds to complete.

- No
- Yes

If you need assistance you can contact...

You might not see a photo of the doctor but rather yourself. Just press YES to continue.

Audio will play shortly. Press Yes when done.

- No
- Yes
Start your visit

Summary

✅ Ready for a visit

Please confirm your callback number in the event a video connection cannot be established.

Enter your callback number.

Next Step

If you need assistance you can contact support at any time.

Check that you consent for treatment and press Start Your Visit.

You have a provider waiting for you on a call

Join Call

Trouble connecting? Click here

You are in the waiting room

Your practitioner will be with you shortly

We are experiencing longer than average wait times. Please do not leave the waiting room.

Read up on Coronavirus
Connect with your provider
While you are waiting for the provider, please download the AW Touchpoint app. This app may be used to help you connect with your provider via video.

If you are using an Apple device for your video visit please ensure you have downloaded the most recent IOS update and confirm Safari is set as your default browser.

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This information is provided to help you access a tool that is currently offered in English only. If you ask a friend or family member to help you access or navigate My UNC Chart you may be providing them access to your private medical information. If you would prefer help by an employee of UNC Health, please let a staff member know during your visit.

If you have questions, please call UNC HealthLink (888) 996-2767.