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.
Video Visit
Thursday, April 2, 2020
Starts at 8:00 AM
30 minutes
PHYSICIAN FAMILY MEDICINE, MD

Get Started

Cancel

Click on Get Started.

View After Visit Summary®
Getting Started with your Scheduled Video Visit

Verify Your Personal Information

Contact Information

- Going somewhere for a while? Add a Temporary Address
- Not entered

Details About Me

- Preferred Name: Not entered
- Legal Sex: Female
- Gender Identity: Not entered
- Sex Assigned At Birth: Not entered
- Sexual Orientation: Not entered
- Marital Status: Not entered
- Religion: 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
Subscriber Name
Subscriber Number
Group Number

Each time you check “This information is correct” - the button will turn yellow with a “Next” (click on next).
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

CONTINUE
FINISH LATER  CANCEL

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
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
   - Yes
   - No

8. Cancer
   - Yes
   - No

9. Clotting Disorder
   - Yes
   - No

10. GU problems
    - Yes
    - No

11. Heart Disease
    - Yes
    - No

12. High Blood Pressure
    - Yes
    - No

13. (Mother)

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

15. Comments on your history with tobacco:

16. 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

Click on Appointments and Video Visit.

Get Started Complete will have a green check.

Now click on Appointment Confirmed and it will turn green on Appointments and Video Visit.

Click Begin Visit.
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.

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

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

Audio will play shortly. Press Yes when done.

No
Yes

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

Enter your callback number.

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

If you need assistance you can contact support at any time.
Connect with your provider

SIGN UP AT MYUNCCHART.ORG
or download the free MyChart app
If you have questions, please call (888) 996-2767