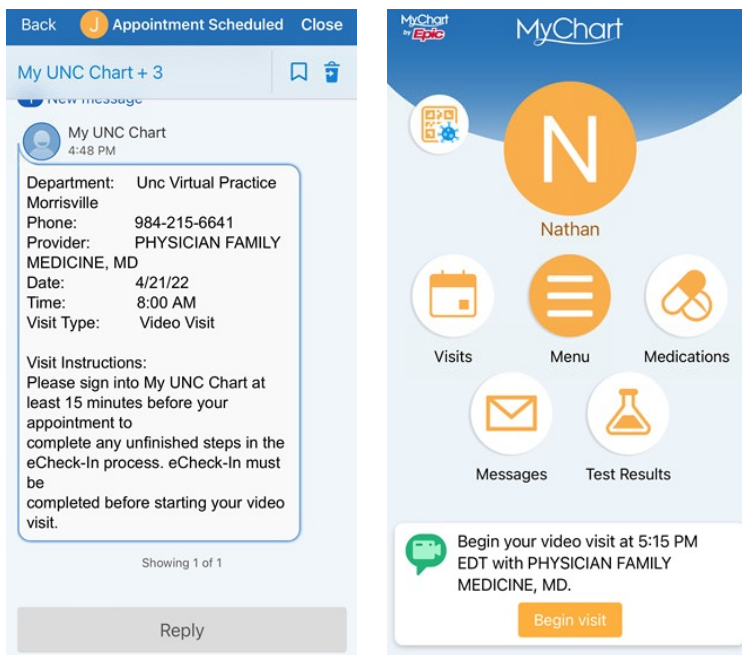


Instrucciones para la **visita por video** vía My UNC Chart en **dispositivo móvil**

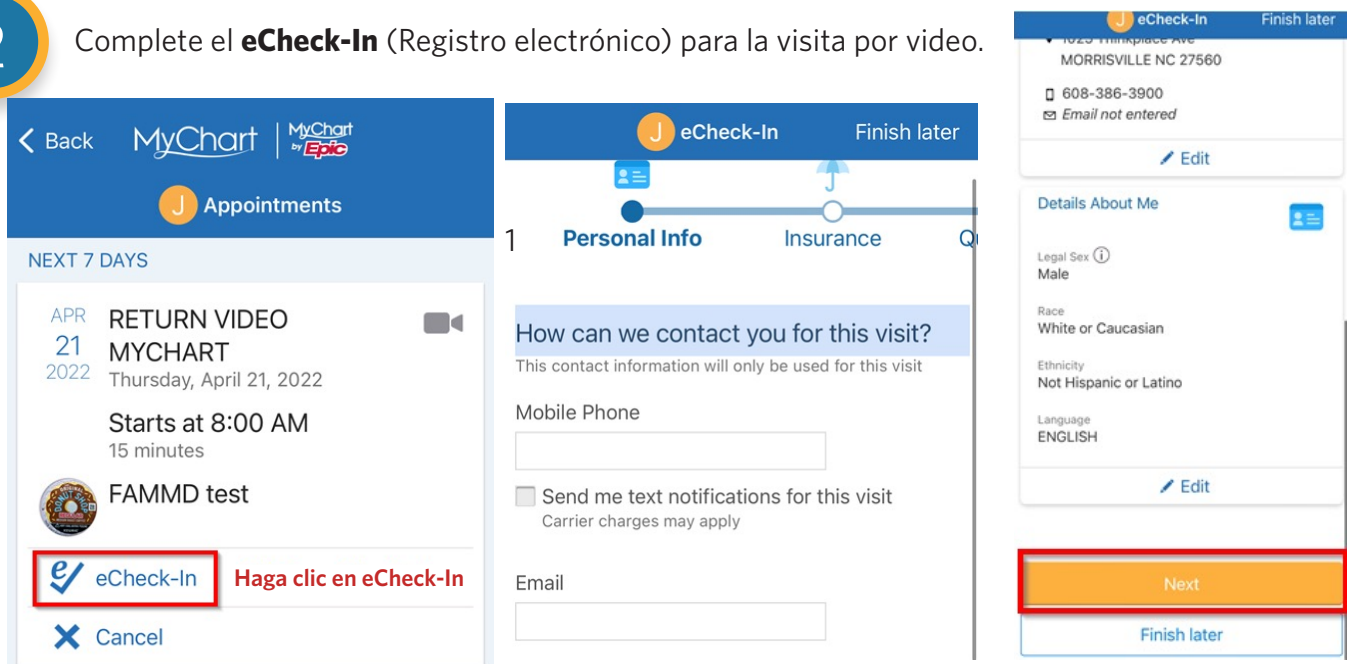
Instructions for a Scheduled **Mobile Video Visit** via My UNC Chart

(Estas instrucciones están disponibles después de iniciar sesión en la aplicación móvil My UNC Chart.)

1 Identifique la visita por video.



2 Complete el **eCheck-In** (Registro electrónico) para la visita por video.



Cómo subir y enviar fotos para la visita por video:

Si su proveedor le pide que suba y envíe fotos para preparar su visita por video, [haga clic aquí](#) para consultar instrucciones sobre cómo hacerlo por computadora o teléfono inteligente.

3

Indique el estado en donde se encuentra actualmente, **'What state are you currently located in?'** y el navegador de Internet que está usando actualmente, **'What Internet Browser are you currently using for MyChart?'**

The screenshot shows the MyChart eCheck-In process. At the top, there is a progress bar with three steps: Info, Insurance, and Questionnaires. The 'Questionnaires' step is active. The form contains the following sections:

- Appointment Info:** For an upcoming appointment with PHYSICIAN FAMILY MEDICINE, MD on 4/21/2022.
- State Selection:** A dropdown menu labeled "What state are you currently located in?" with "[Choose]" selected.
- Note:** "For best experience please use Wifi".
- Acknowledgment:** "I acknowledge that if I am not on Wifi it may not be the best video visit experience."
- Browser Selection:** A section titled "What Internet Browser are you currently using for MyChart?" with buttons for Google Chrome, Mozilla FireFox, Apple Safari, and Microsoft Edge. An "Other" field is also present.
- Virtual Care Guidelines:** A link to "UNC Health Virtual Care – Guidelines for Patient Participation" and a list of guidelines:
 - Treat virtual visits just like in person visits.
 - Contact your clinic if you will be running late.
 - Do not engage in any unlawful activity during your virtual visit.
 - Minimize distractions (cell phones, noises, use of motor vehicles, etc.).
 - Join your virtual visit in a quiet/private location to protect your privacy, as well as those of others if you are participating in a group virtual visit.
 - You may only record your visit if your Provider expressly consents to the recording.
- Accept:** A button at the bottom of the guidelines section.

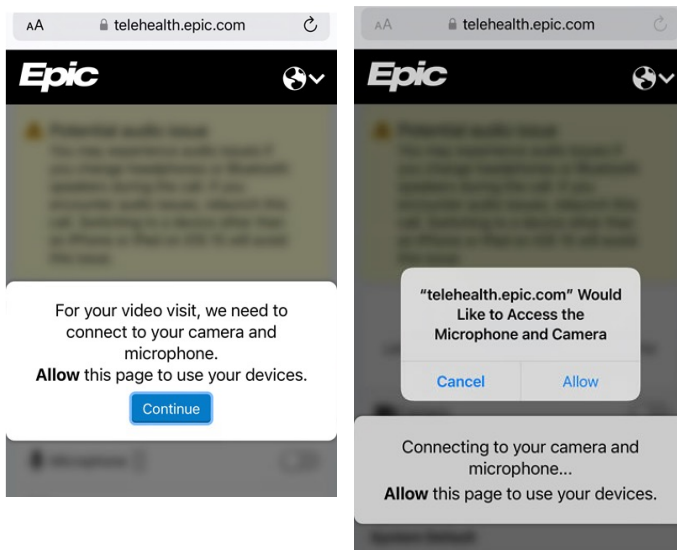
4

Haga clic en el botón **Join video visit** (Unirse a la visita por video).

The screenshot shows the MyChart mobile app interface for a video visit. At the top, there is a blue header with "Appointments" and "RETURN VIDEO MYCHART" for Wednesday, April 20, 2022. Below this, a blue bar indicates "This is a video visit". A green box with a checkmark says "Ready to begin video visit" and "We're ready for you! Begin the video visit, and your provider will be with you shortly." Below that, the appointment details are shown: "Starts at 5:15 PM" (15 minutes), with "Cancel Appt" and "Add to Calendar" options. The appointment is for a "FAMMD test". A "GET READY" section follows, with "eCheck-In Complete" and a note that the information submitted is now on file. At the bottom, there is a "Confirm Appointment" button with a checkmark and a large orange "Join video visit" button.

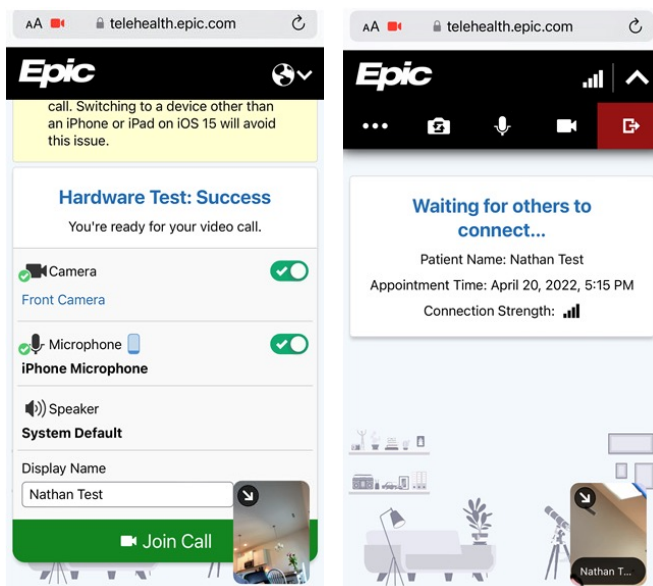
5

Haga clic en el botón **Continue** (Continuar) para comprobar su micrófono, altavoz y cámara. Haga clic en **Allow** (Permitir) para usar su micrófono y cámara.



6

Comience su visita. Ingrese su número de teléfono y haga clic en el botón **Join Call** (Unirse a la llamada).



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Esta información se proporciona para ayudarle a acceder a una herramienta que actualmente solo se ofrece en inglés. Si le pide a un amigo o familiar que le ayude a acceder o navegar My UNC Chart, puede que esté facilitando el acceso a su información médica privada. Si usted prefiere que le ayude un empleado de UNC Health, por favor, dígaselo a un miembro del personal durante su visita.

Si tiene preguntas, llame a UNC Health Outpatient Access Center al (888) 996-2767.