

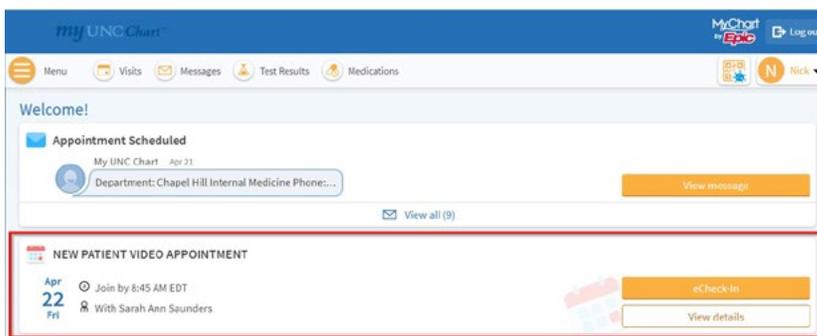
Instructions for a Scheduled **Video Visit** via My UNC Chart

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

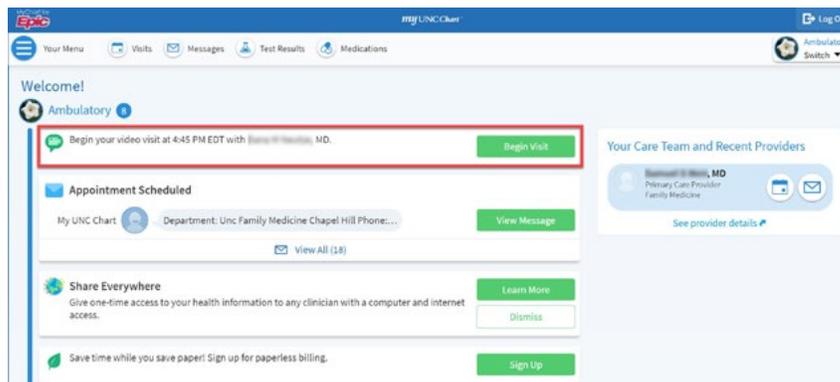
*Patient Troubleshooting guidance listed at the end of this document.

1

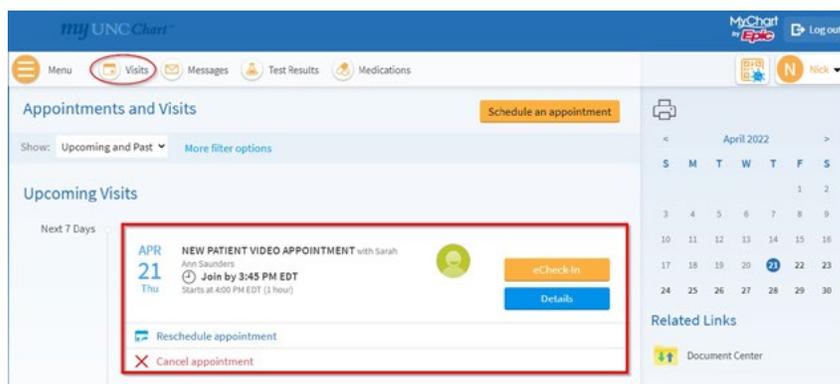
After signing into My UNC Chart, you should see your video visit appointment on the Welcome page with the words **Return Patient Video Appointment** or **New Patient Video Appointment**. Click on the **eCheck-In** button on the right side of this section.



a. If you have already completed your eCheck-In, then click **Begin Visit** and go to step 5 of these instructions.

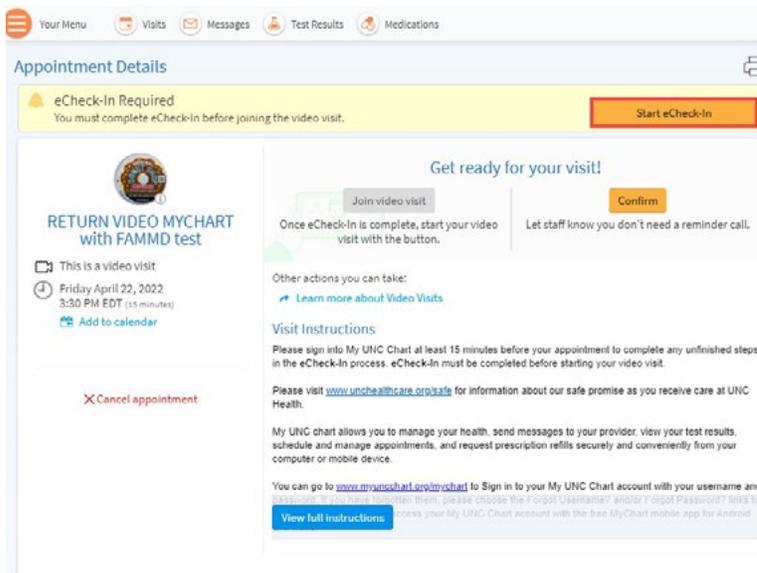


b. If you cannot find the appointment on the Welcome page, navigate to the **Visits** icon where you will find your video visit appointment.



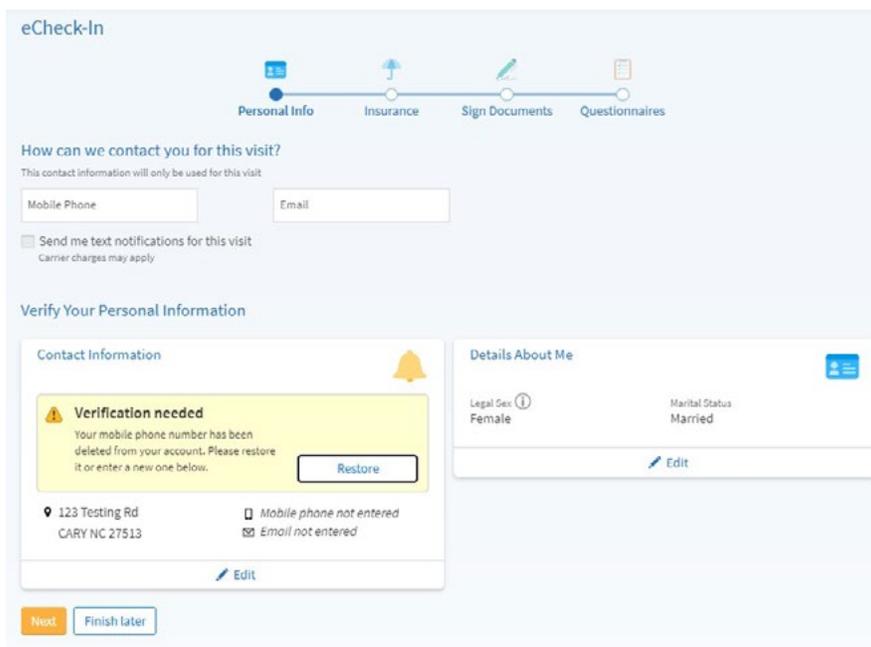
2

Once you have navigated to your video visit appointment, if you have not already done so, complete **eCheck-In** by clicking the **Start eCheck-In** button.



3

Within eCheck-In you will verify your background information, insurance information, make payments, sign your General Consent for Treatment (if necessary), as well as complete the Video Visit Questionnaire below.



In this Questionnaire you will complete the following:

- a. Verify the state where you are located.
- b. Verify the internet browser you are currently using for My UNC Chart.
- c. Review Virtual Care Guidelines.

Personal Info Insurance Sign Documents Questionnaires

Video Visit Questionnaire

For an upcoming appointment with **Virtual Practice Provider** on 4/23/2022

* indicates a required field.

* What state are you currently located in?

[Choose]

Note:

For best experience please use Wifi

I acknowledge that if I am not on Wifi it may not be the best video visit experience.

* What Internet Browser are you currently using for MyChart?

Google Chrome Mozilla FireFox Apple Safari Microsoft Edge Other

Virtual Care Guidelines

UNC Health Virtual Care – Guidelines for Patient Participation

- 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.

Please contact your Provider with any concerns. If you have any difficulties with the technology, please contact your clinic or MyChart Support help line at (888) 996-2767. Hours of operation are 8am - 7pm Monday-Friday.

Accept

Continue Finish later Cancel

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.

4

Once **eCheck-In** is complete, click on the large orange button that will display at the top of the screen that says **Join video visit**.

Appointment Details

Ready to begin video visit
We're ready for you! Begin the video visit, and your provider will be with you shortly.

NEW PATIENT VIDEO APPOINTMENT with Sarah Ann Saunders

It's time to start your video visit!

Join video visit
When you are ready to talk to your doctor, click the button above.

Confirm
Let staff know you don't need a reminder call.

5

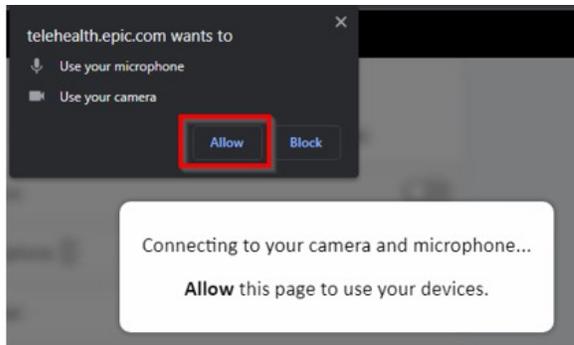
Once you click Join video visit you will be prompted to test your camera, microphone and connection. Click **Continue**.

Epic

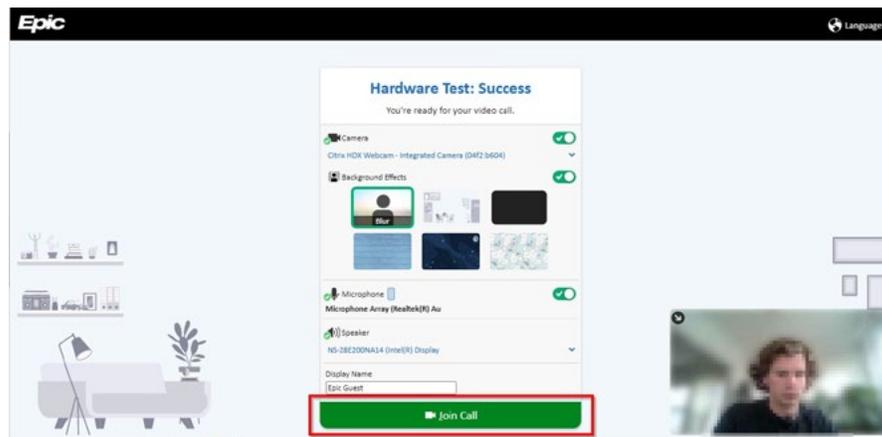
For your video visit, we need to connect to your camera and microphone.
Allow this page to use your devices.

Continue

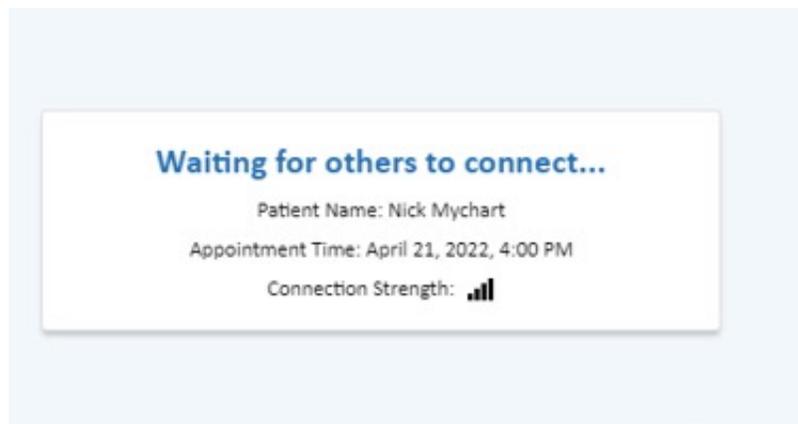
Click **Allow** to use your microphone and camera.



Click **Join Call**.



Wait for the provider to join the video session.



© 2020 Epic Systems Corporation. Used with permission.

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 Health Outpatient Access Center (888) 996-2767.

Troubleshooting Your Video Visit

I do not see the **Join video visit** highlighted in orange. It is still greyed out.

- Be sure you have completed **eCheck-In**.
- Check the time to make sure you are within 2 hours of your scheduled appointment.
- Try logging out of My UNC Chart and logging back into My UNC Chart.

Disable Pop-Up Blockers in Chrome

I clicked on **Join video visit** and nothing happened.

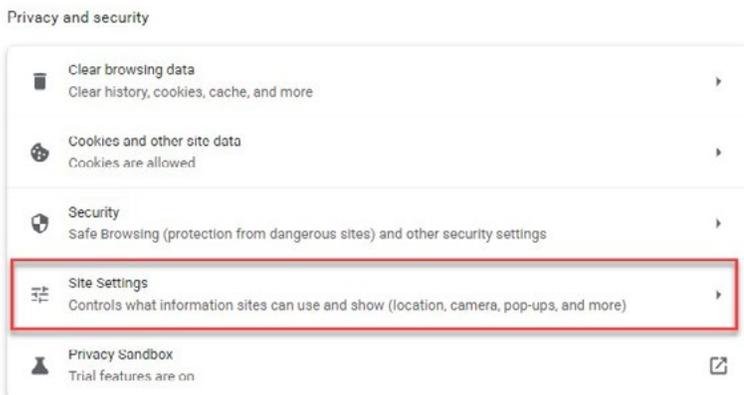
1



Click on Chrome's menu icon in the upper-right corner of the browser and click on **Settings**.

2

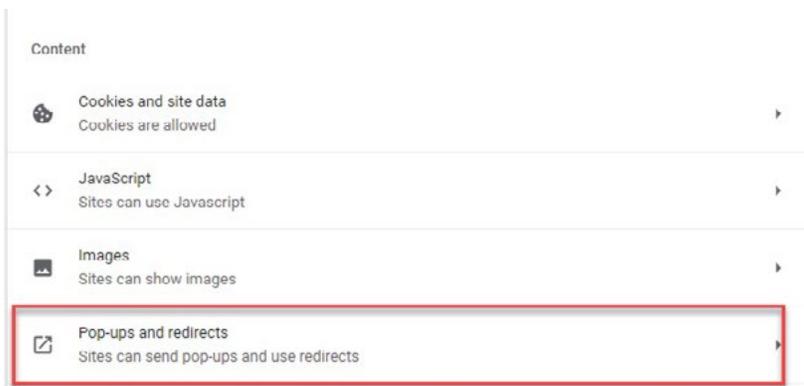
Scroll down to **Privacy and security** section and click on **Site Settings**.



- Check if a Pop-up blocker is enabled for the site.

3

Scroll down to the Content section and click on **Pop-ups and redirects**.



4

If it says **Blocked**, click the switch next to the word **Blocked** to change it to **Allowed**.

Blocked (recommended)



Allowed



Disable Pop-Up Blockers in Safari

Safari on laptop or computer

- In the top of your browser you may see a banner asking you to allow pop-ups.
- Click Yes or Allow to add My UNC Chart as a trusted website.

Also, pop-up blockers should be disabled. Follow the steps below to disable your pop-up blocker.

1

From the Safari menu, select **Preferences**.

2

Check Websites at the top of the window.

3

Select **Pop-up Windows**.

4

To disable the pop-up blocker, select **Allow** next to **when visiting other websites**.

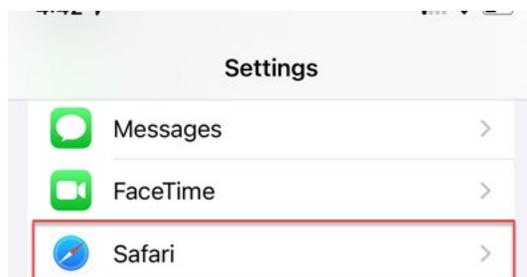
Safari on phone

1

From the home screen, select **Settings**.

2

Choose **Safari**.



3

Slide the **Block Pop-Ups** to the left (gray) to allow pop-ups.



Allow Access to Camera and Microphone

I logged into the meeting room but cannot see or hear my provider.

- If you cannot see or hear your provider or if your camera or microphone does not work, check to make sure you have allowed the browser to access your camera and microphone.

Camera and Microphone Access in Chrome

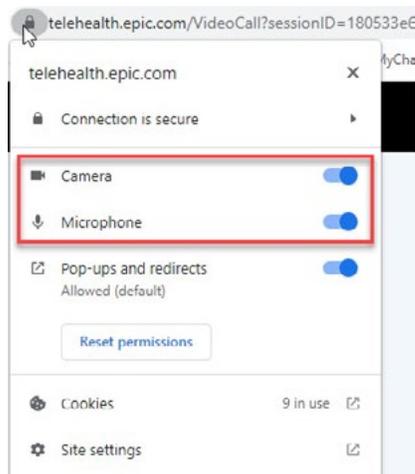
Chrome or Browser on Windows Computer

1

Check the lock next to the URL in your address bar.

2

Make sure the camera and microphone settings are enabled.



3

Then refresh the page with the icon in the address bar.

- If you cannot find where to refresh the page, click  and choose Leave Call to exit the meeting. Then click  from MyChart to relaunch the video visit.

Camera and Microphone Access in Safari

Safari Browser on Apple Computer

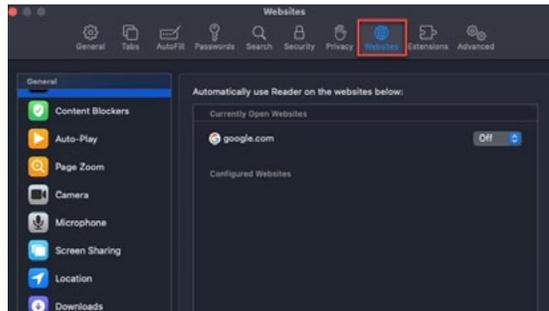
1

Go to your Safari menu and click Preferences.



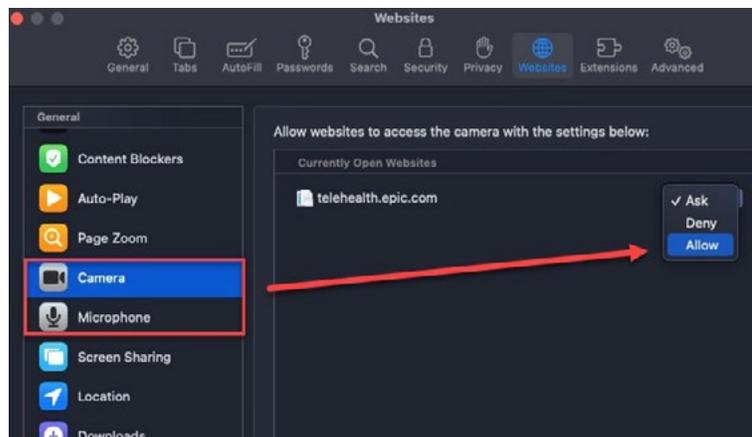
2

Click on the Websites tab.



3

On the **Websites** tab under **General**, find the **Camera** and **Microphone** tabs. On each tab find the line for telehealth.epic.com, and select **Allow** from the drop-down menu.



4

Close the **Preferences** window.

5

Then refresh the page with the icon in the address bar.

- If you cannot find where to refresh the page, click  and choose Leave Call to exit the meeting. Then click  from MyChart to relaunch the video visit.

Your Provider Cannot Hear You

1

If you have taken the steps above and your provider cannot hear you, your Microphone may be muted. Check the Microphone buttons:

Red is muted . White is on .

2

Click the icon to turn Mute on or off.

Your Provider Cannot See You

1

If you have taken the steps above and your provider cannot see you, your Camera may be off. Check the Camera buttons:

Red is off . White is on .

Choppy or Slow Audio and Video in the Meeting

1

Move closer to your router if you are using a wireless (Wi-Fi) internet connection.

2

Close all your other open browser tabs or windows and any applications you do not need running.