



Preparing for Your Telehealth Video Visit

Telehealth is a way to communicate with your physician or other clinician without having to go to the clinician's office. By using technology, we can meet your health care needs through the telephone or video.

You should prepare for a telehealth visit just like you would for an in-person visit.

- It's always a good idea to write down your questions and concerns prior to your appointment so you remember what you want to review with your clinician during your visit.
- Have your medications readily available to help review what you are currently taking and what may need to be refilled.
- If applicable, have blood glucose or blood pressure readings available for the visit.
- Your clinician will have your electronic medical record and your history available during the call. This improves the safety and quality of your care.
- Be prepared to have your telehealth visit in a private, quiet place.
- Have the right lighting so the clinician can see you clearly.
- Keep eye contact in the camera with your clinician.
- **Complete your ECheck-In beginning 3 days prior to starting your video visit.**

Telehealth appointments usually last about 10-15 minutes. During this time, your clinician will ask you detailed questions about your health. If you need a new medication, he or she will be able to prescribe medications just like at an in-person visit. If you need a referral, additional care or testing, or to refill a current medication, your clinician will be able to put in all orders needed and communicate with you on next steps.

What is it a MyChart Video Visit?

- A scheduled appointment where you and your clinician can safely share information, face-to-face through a video connection on your smartphone, tablet or computer.
- Video visits can take place anywhere you have access to a computer on the internet OR a smartphone or tablet with the MyChart App downloaded.

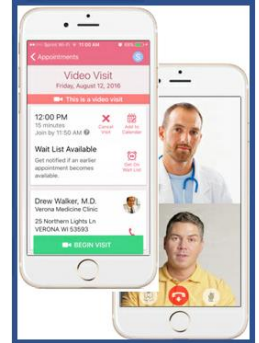
What do I need?

- Must have an active MyChart account.
- Must have an iPhone/iPad or Android phone **with the MyChart App installed** (preferred) OR a computer with good Wi-Fi access (less preferred)
- If using a computer, it must have a webcam, speaker and microphone built in or attached

From a Mobile Phone or Tablet (Android or iOS) (Preferred Method)

Go into the MyChart **app** and log into your MetroHealth MyChart account. Note that on a cellphone, you cannot go to your video visit through a browser like Google Chrome or Safari. **You must use the MyChart App.**

From a PC or Mac Computer with Internet Explorer or Google Chrome (not Microsoft Edge). The first time you do a web video visit, you will be asked to download a plugin for your web browser. You must complete this step.

**Starting 3 Days Before the Scheduled Video Visit:**

- Log into MyChart, click on Appointments, and see your scheduled appointment, click on it to open it.
- You will be able to fill out some information regarding your visit in the "ECHECK-IN" section. **ECheck-In must be completed prior to starting your visit.** You can also click the "Test Hardware" button, if you are using a computer. You will not see this button if you are using the MyChart mobile app.
- If using a computer, approximately **30 minutes before** the appointment, the test equipment button will disappear, and you will see a button to **"Begin Visit."**
- Click this to enter a virtual waiting room and wait for your provider to join you in the visit.
- If you encounter any technical difficulties with your video visit, please close your video window and reopen it. If the problem continues, your provider will call you by phone at your preferred phone number.
- *To view a video with detailed steps on how to use MyChart video visits, [click here](#) or visit www.metrohealth.org/telehealth <https://vimeo.com/404679429>*

Potential risks associated with telehealth visits may include interruptions, diversions and technical difficulties, however, MetroHealth works hard to maintain your privacy and follows federal and state regulations associated with current telehealth practices to ensure patient safety and privacy.

Questions about billing?

Because telehealth visits are considered a doctor's appointment, normal co-pays and deductibles apply. If you have any questions about billing, please contact your insurance company or call MetroHealth Patient Financial Services at **216-957-3250**.

www.metrohealth.org/telehealth