

## **Video Visits Guide** *for patients of Watson Clinic LLP*

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**Video visits** are a new service we now offer to our **MyChart** patients as a way to connect with us. This is a step forward for our healthcare delivery with you, the patient, as our motivating force.

**You will be able to:**

- Have an assessment for possible COVID-19
- Discuss medication refills
- Discuss any recent changes to medications
- Discuss any recent problems you may be having
- Manage certain chronic conditions

**Connect with your Watson Clinic LLP provider** through one of the methods listed below:

1. Personal Computer- desktop or laptop
2. Smartphone (such as iPhone, Samsung Galaxy, or Google Pixel), Tablet, or iPad

**NOTE:** mobile devices (smartphone, iPads, and tablets) must have forward and rear-facing cameras and have the ability to download applications.

### **HIPAA/PHI**

Video visits are considered part of your health record and Protected Health Information. Even though you are not meeting with your provider in person, the visit is to be conducted only with people who are authorized via any signed disclosures with Watson Clinic LLP.

*These visits are not to be used for emergency situations. If this is a true medical emergency, please contact your Emergency Medical Services (911). If there is a serious medical condition that requires an immediate response, contact your physician by telephone.*

# #1- Video Visits from your Personal Computer

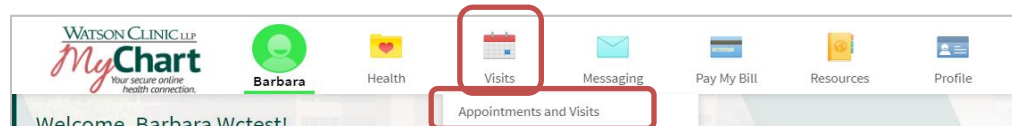
## Prior to the Visit



- If not already enrolled, **enroll in MyChart** and have Username and Password handy
- Computer must have a **camera, microphone and speakers**
- **Schedule a Video Visit** with a participating provider using **MyChart Direct Scheduling**

## Start the Visit

A few minutes prior to your scheduled visit (please allow for enough time so not to arrive late for your appointment):

1. **Login** to your MyChart account <https://mychart.watsonclinic.com/>
2. Select **Visits** and then **Appointments and Visits** from the Top Toolbar dropdown



3. Select **Update information** 
  - **Update Medications** or Scroll to bottom of page to check the box indicating the information is correct
    - Click **Next**
  - **Update Allergies** or Scroll to bottom of page to check the box indicating the information is correct
    - Click **Next**
  - **Update Health Issues** or Scroll to bottom of page to check the box indicating the information is correct
  - Click **Review and Sign** to access the **required consent for Video Visit**
    - Click in the “**Click to Sign**” box
    - Click **Continue**
4. Click **Submit** when finished
5. Select **Begin Video Visit**  *If this button is grey, it is not yet available; sign in closer to your scheduled appointment time*
6. Click “**Join Via your Browser Instead**”
7. Click “**Join**”



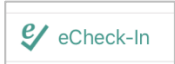

## #2- Video Visits from your Mobile Device

### Prior to the Visit

- If not already enrolled, **enroll in MyChart** and have Username and Password handy
- Device (phone, tablet): Must have a **camera, microphone and speakers**
- Download / Install the **VidyoConnect application** from the App Store or Google Play (This app will be used when joining the visit through the MyChart mobile app. You cannot join the video visit directly from the VidyoConnect app)
- **Schedule a Video Visit** with a participating provider using **MyChart Direct Scheduling**

### Start the Visit

A few minutes prior to your scheduled visit (please allow for enough time so not to arrive late for your appointment):

1. **Login** to your MyChart app 
2. Select **Appointments**   
Appointments
3. Click the appointment and Select eCheck-In 
  - **Update Medications** or Scroll to bottom of page to check box indicating the info is correct
    - Click **Next**
    - **Update Allergies** or Scroll to bottom of page to check box indicating the info is correct Click **Next**
  - **Update Health** or Scroll to bottom of page to check box indicating the info is correct
  - Click **Review and Sign to access the required consent for Video Visit**
    - Click in the “**Click to Sign**” box
    - Click **Continue**
4. Click **Submit** when finished
  - **Close** the “Thanks for using eUpdate!” screen
5. Select **Begin Visit**   
*If this button is grey it's not yet available; sign in closer to your scheduled appt time*
6. Click **Join The Call**
7. Click “**Join**”

### Video Visit Patient Financial Services

Video visits are billable services and are covered by most insurance. Like an in-person visit you will be responsible for co-payments and co-insurances.

# Troubleshooting Tips for your Video Visit

## CONNECTION issues:

- Trouble connecting to the visit?
  - Be sure to choose the best connection type for the device- WiFi or Mobile Network
  - Update the application to the most recent version
  - Update the device to the most recent software version
  - Contact your internet or mobile device carrier to determine if the signal is working appropriately

For questions or concerns with the **MyChart at Watson Clinic LLP** software, you may continue to contact our patient support line-

**Phone:** 863-680-7551

**Telephone Support Hours:** 8:00am-5:00pm (Mon.-Fri.)

**Email Support Hours:** 7:00am-11:00pm (Mon.-Fri.), 8:00am-7:00pm (Sat.-Sun.)

## VISUAL issues:

- Trouble seeing the provider?
  - He/she may be waiting to connect; wait 30 seconds to 1 minute for the video to begin
  - Kindly advise the provider of the issue- he/she may be adjusting settings to best conduct the visit
- Provider cannot see you?
  - Check that the camera on the front of the device is being used
  - Adjust the brightness of the lighting in the area where you are sitting

## AUDIO issues:

- Trouble hearing the provider?
  - Be sure the volume on the device is turned up
- Provider cannot hear you?
  - Be sure to speak clearly towards the microphone on the device from a distance of no more than 18 inches

For any additional troubleshooting, contact the MyChart Patient Support line at **863-680-7551**. Due to high volumes, there may be a wait time. Your call will be answered in the order it was received.