

# Virtual Visits:

## Patient Instructions for a Home Virtual Visit

### Before your telehealth appointment:

- Sign up for **My Health Connection**
- Download the My Health Connection app (UCHEALTH) on your mobile device if you plan to use it for the telehealth visit. No need to download anything if using a computer.
- Complete e-Check In at **least 15 min before** your telehealth appointment. (ex: Appt. is at 11:00am, e-Check in no later than 10:45am)
- Sign the telehealth consent on My Health Connection **prior** to your appointment.

### 15-20 min before the time of your appointment:

- Get comfortable in a private location.
- Log into your My Health Connection account.  
*(Ensure that you are only logged in on one device and not multiple devices such as your phone and computer)*
- Click on **“View your instructions for appointment”**.
- Click on the **“E-Check in”** then **Review and Sign** Telehealth Consent
- Click on the highlighted message **“Join Your Room”**.
- Once on the Vidyo page place your name in the text box
- Then click **“Join”**

### Tips for a Successful Visit:

- Smartphones are preferred. If using a Mac computer, download Google Chrome, as Safari is not supported. [www.google.com/chrome](http://www.google.com/chrome)
- Make sure to download My Health Connection/UCHealth App on the mobile device you wish to do your telehealth visit from. Otherwise you will not be able to join the room (example: smartphone, tablet, iPad)
- Being logged into My Health Connection on more than one device, such as your phone and computer at the same time may cause audio issues.
- If your Internet connection is not strong enough to play a video, the visit will break up and be unclear.
- If you are using your cell phone for the visit and then answer a call after you have joined the Vidyo room, this will cause audio errors. To fix this, you will need to end the virtual visit and go back in and join again.
- Make sure your mute button is off and your sound is turned up.