

Patient guide

Testing and beginning virtual visits

For the best experience during your virtual visit, review these instructions and tips and save this document for reference.


If you are using a mobile device or tablet:

1. You will need to download the VidyoConnect app.
 - a. Search for VidyoConnect in the App or Play Store.
 - b. If you cannot download the app, you will need to use a different device (such as a laptop) or come into the clinic to be seen.
2. You may also wish to download the MyChart app for ease of use if you have not done so.
3. Take a minute to verify the following:
 - a. If using Safari to login to MyChart, make sure the popup blockers are turned off. (Go to Settings > Safari > Block Pop-Ups.)
 - b. Your phone or tablet has a functioning front-facing camera.
 - c. You have a strong cellular, internet or Wi-Fi connection.
 - d. Your device is fully charged or plugged in.
 - e. You are in a private, well-lit location.

Beginning your virtual visit:

- Sign in to your MyChart account.
- Tap the Appointments icon.
- Select the virtual visit from the list of upcoming appointments. The camera icon will turn green 15 minutes before the appointment.
- Tap the green Begin Visit button to start the visit.
- The system will prompt you to download the VidyoConnect app if you have not installed it.
 - After installation, go back to MyChart and click Begin Visit again.
- You will be taken to your video visit. The provider will appear on the top half of your screen when available.
- For technical issues, call 877-873-6305.

If you are using a computer:

1. You will need to download the VidyoConnect app.
 - a. Use this URL to access the app: <https://epic-prohealth.health.vidyoconnect.com/>
 - b. If you cannot download the app, you will need to use a different device (such as a smart phone) or come into the clinic to be seen.
2. Ensure your computer has a functioning video camera, microphone and speakers.
 - a. You can test this by clicking the gear icon in the VidyoConnect app  and going to Audio/Video.
3. Take a minute to verify the following:
 - a. Your browser's popup blockers are turned off.
 - b. You have a strong internet or Wi-Fi connection.
 - c. Your computer is fully charged or plugged in.
 - d. You are in a private, well-lit location.

Beginning your virtual visit:

- From the MyChart webpage, log in to your account.
- Navigate to Visits > Appointments and Visits.
- Select the Details button for your video visit.
- Click the Enter Virtual Waiting Room button to start your visit.
- The system will prompt you to download the VidyoConnect app if you have not installed it.
 - After installation, go back to MyChart and click Enter Virtual Waiting Room again.
- You will be taken to your video visit. The provider will appear on the screen when available.
- For technical issues, call 877-873-6305.

Tips for the best virtual visit experience

If you are using a mobile device or tablet:

- Choose a Wi-Fi connection instead of a data connection for a more reliable experience.
 - If you use data, regular rates will apply.
 - Do not switch between Wi-Fi and data during your visit or your call may be disconnected.
- Close all other apps before connecting to your visit.
- Hold your device steady. Use a stand if possible or set the device on a ledge or pile of books.
- Place your device above and away from your face to prevent “big head syndrome.”
- Position yourself directly in front of the device.
- Use earbuds that have a microphone to block out background noise and ensure you can hear the provider. If you do not have earbuds with a microphone, make sure your location is quiet and private.
- Try muting your microphone when not talking to more easily hear the provider.
- Be sure to speak clearly into your microphone so your provider can hear you.
- Place lighting in front of your face but behind your computer. Open windows should be covered or behind your device to prevent glare.

If you are using a computer:

- Choose a hard-wired connection rather than Wi-Fi, if possible.
- Close all other applications before connecting to your visit.
- Center yourself within the camera frame.
- Use earbuds that have a microphone to block out background noise and ensure you can hear the provider. If you do not have earbuds with a microphone, make sure your location is quiet and private.
- Try muting your microphone when not talking to more easily hear the provider.
- Be sure to speak clearly into your microphone so your provider can hear you.
- Place lighting in front of your face but behind your computer. Open windows should be covered or behind your device to prevent glare.