

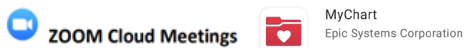
# A guide to Virtual Care video appointments



Patientportal.LCMCHealth.org  
LCMCHealth.org/for-patients/virtual-care/

## Before your appointment

- Activate your MyChart Account and ensure you can see your upcoming appointment.
- If you need assistance, call **866.662.6161**
- For Mobile Devices: Be sure you have downloaded both the MyChart and Zoom Apps from the app store.

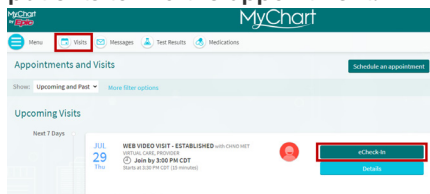


- When prompted, allow both apps permissions for camera and microphone.
- Test your video at <https://zoom.us/test>

## On appointment day

1. 30 minutes before your appointment, log in to MyChart, locate Visits > Appointments and Visits > Details

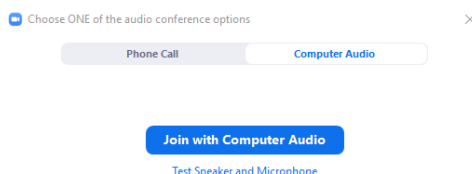
**Note that for families you may need to toggle between patients to find the appointment.**



2. From **Details**, you can access the **eCheck-In** and **Begin Video** buttons. **eCheck-In** must be completed before the **Begin Video Button** becomes available. **Please ensure you submit your health information (medications, allergies, etc) as accurately as possible.**

3. Click the **Begin Video Button** to launch the video. Choose the Zoom option when prompted. **Please Note: We strongly recommend that you download the Zoom app to your phone before your visit and test your settings at zoom.us/test. Doing this while at the time of your appointment this delays the start of your visit and is more prone to technical difficulties.**

4. Once launched, you will be taken to a waiting screen while you wait for the provider to join. When prompted, be sure to **Join with Video** and **Join with Computer Audio**.



## Troubleshooting

### Pop-up blocker is preventing video

**iOS:** Select Safari > Preferences > Security at the top of the window > check the box "block pop-up windows" to enable (turn on) this feature. Uncheck this box to disable (turn off) this feature.

**Android:** Open the Chrome or Mozilla Firefox app > to the right of the address bar tap More > Settings > Site Settings > Pop-ups and redirects. Tap this to disable (turn off) or enable (turn on).

### Turning on camera and microphone permissions

You should be prompted to allow the camera and audio automatically; however, to do it manually:

**iOS:** Go to Settings > Privacy > Microphone and switch on the toggle for Zoom.

**Android:** Go to Settings > Apps & notifications > App permissions (3 dots at top right corner) > Microphone and switch on the toggle for Zoom.

**For Camera permissions, repeat above; however, locate Camera instead of Microphone.**

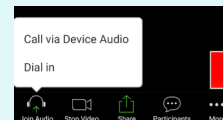
### You cannot hear the provider (mobile)

Make sure your speaker is turned on. The speaker icon is in the upper-left corner of the screen. If it is muted, click on it to un-mute it:



### The provider cannot see or hear you

Tap your screen to show the menu bar at the bottom of your screen. Select **Call via Device Audio**.



If you have enabled audio, ensure you are not muted. Tap the screen to bring up the menu and unmute yourself.



In rare occasions, you may need to manually select the camera, microphone, or speakers by clicking the arrow above the icons.

