视频就诊可以让您用自己的设备以时况视频和音频与医疗保健提供者进行互动。通过您的智能手机、平板电脑或计算机的连接，您可以像办公室门诊一样，与您的医疗保健提供者进行交谈。

Video visits allow you to interact with your healthcare provider through live video and audio on your own device. You will be able to talk to your provider, similar to an office visit, by using your smartphone, tablet or computer to connect.

我要准备什么？ What do I need?

☐ 一部智能手机或平板电脑附有摄像头和麥克風。 A smartphone, tablet or computer with a camera and microphone.

☐ 有效的 MyUofMHealth 患者门户帐户

An active MyUofMHealth Patient Portal account

☐ 如果使用一部智能手機或平板電腦通过 MyUofMHealth 应用程序。 The MyUofMHealth App if using a smartphone or tablet.

☐ 将 Zoom 视频会议客户端或 Zoom 应用程序下载到您的设备上

Zoom videoconferencing client or the Zoom app downloaded to your device

☐ 良好的无线网络连接 A good wireless connection

☐ 身处密西根州州内（鉴于州法律和法规）

To be physically located in the State of Michigan (due to state law and regulations)

如何准备视频就诊？ How do I prepare for my Video Visit?

就诊前2-3天左右： About 2-3 days before your appointment:

1. 选择视频就诊的地点。此地点应该：

Choose a space for your video visit. It should be:

o 安全 Safe

- 舒适　　　　Comfortable
- 免受打扰　　Private
- 光线充足　　Well-lit
- 位于密西根州州内（州法律法规之规定）

  Located in the State of Michigan (due to state law and regulations)

2. 视频就诊准备：设置智能手机、平板电脑或计算机（必须有摄像头和麦克风）。

   Set up your Smartphone, Tablet or Computer (must have camera and microphone) for the video visit:

   - 智能手机或平板电脑（推荐使用）

     Smartphone or Tablet (Recommended)

     - 请务必下载 MyUofMHealth 移动应用程序**和**Zoom云会议移动应用程序至您的设备。

       Make sure to download the MyUofMHealth mobile app **and** Zoom Cloud Meetings mobile app to your device.

     - 使用此链接来进行Zoom的连接测试：Test your Zoom Connection using this link: https://zoom.us/test

   - 配备摄像头和麦克风的计算机：

     Computer equipped with a camera and microphone:

     - 请务必下载 Zoom 会议客户端至计算机 Make sure you download the Zoom Client for Meetings to your computer at https://zoom.us/download.

     - 使用此链接来进行 Zoom 的连接测试：Test your Zoom Connection using this link: https://zoom.us/test

就诊前 3 天内请完成电子签到登记流程：

Complete the eCheck-In process up to 3 days before your visit:

1. 登录您的 MyUofMHealth 帐户。

Log into the MyUofMHealth account.

2. 点击智能设备上的**"预约"**（Appointments）**图标，**或者如使用计算机，请点击**"就诊"**（Visits）**图标** ，然后选择 **"预约和就诊"**（Appointment and Visits）。

Click the Appointments icon on your smart device, or if you are on a computer click the Visits icon then select Appointment and Visits.

3. 找到您的视频就诊预约，然后点击电子签到登记链接。

Locate your Video Visit appointment and click the eCheck-In link.

4. 完成电子签到登记的所有步骤，包括所有调查问卷。 Complete all of the steps for the eCheck-In process including any questionnaires.

    a. 点击"下一步"（Next）或"完成"（Complete）转到下一部分。

    Click Next or Complete to move on to each section.

    b. 请务必输入一个电话号码，让我们在视频就诊期间可以联络到您。如果就诊时连接断开或有技术上的问题，您的医疗保健提供者可使用此号码致电给您。

    Be sure to enter a phone number where you can be reached at during the time of the video visit. Your provider will use this number to call you if the visit is disconnected or there are technical issues.

5. 如果就诊前几天您已经完成电子签到登记流程，那么此时您可以退出

MyUofMHealth。 If you complete the eCheck-In process several days before your visit, you can log out of MyUofMHealth at this point.

备注：如就诊前未能测试设备，有可能意味着您无法在就诊时与医疗提供者进行连接。

Note: Failure to test your equipment in advance could mean you cannot connect to the provider for your appointment.

如何开始视频就诊？ **How do I start my Video Visit?**

视频就诊预约当天（预约时间前 15 分钟内）： **On the day of your video visit appointment (no more than 15 minutes before your appointment):**

1. 去到您为视频就诊进行过网络连接测试的地方。

   Go to the space where you tested your connection for the video visit.

2. 使用之前已经设置好的相同设备登录 MyUofMHealth。

   Log into MyUofMHealth with the same device you previously set up.

   a. 对于**智能手机或平板电脑**：点击应用中的"预约"（Appointments）图标

      For **Smartphone or Tablet**: Click the Appointments icon in the app

   b. 对于**计算机**：点击"就诊"（Visits）图标，然后选择"预约和就诊"

      （Appointment and Visits） For **Computer**: Click Visits icon then select Appointment and Visits

3. 点击绿色相机图标以开始您的就诊（或点击预约）。备注：约诊时间前 15 分钟，相机图标才会变为绿色。Click the green camera icon to access your visit (or click on the appointment). Note: The camera icon will not be green until 15 minutes before your scheduled appointment time.

4. 选择 **"开始就诊"**（屏幕底部的绿色大按钮）以连接到视频就诊。

   Select **Begin Visit** (a large green button towards the bottom of the screen) to connect to your video visit.

5. 当要求您使用 Zoom 程序打开此页面时，请点击"打开"（Open）。

   Click **Open** when asked to open this page using the Zoom program.

6. 您将被转入虚拟候诊室中。您的医疗提供者连接后就会出现。

   You will be placed in a virtual waiting room. Your provider will appear when they connect.

7. 当医疗保健提供者连接到视频问诊时，Zoom 将要求您授予使用摄像头的权限。点击 **"确定"**（OK）。

   When the provider connects to the video visit, Zoom will ask for permission to access your camera. Click **OK.**

8. 点击 **"加入视频"**（Join with Video）。您可以拒绝接收 Zoom 消息通知的请求。视频就诊不需要此操作。

   Click **Join with Video.** You can decline the request to receive Zoom notifications. This is not required for video visits.

9. 当 Zoom 要求访问麦克风的权限时，点击"**确定**"（OK）。然后，您可以选择音频首选项。使用 Wi-Fi 或手机流量，选择**使用互联网音频通话**（Call using Internet Audio）。

   Click **OK** when Zoom asks permission to access your microphone. You can then select your audio preference. Select **Call using Internet Audio** to use Wi-Fi or data on your phone.

10. 您也可以选择单独拨打电话加入会议或让应用程序拨打您的手机

   You may also choose to dial into the meeting separately or have the app call your phone

11. 视频就诊现在即将开始。 The video visit will now begin.

12. 视频就诊结束时，您的医疗保健提供者将退出登录并完成就诊。

   At the end of your video visit, your provider will log off and the appointment is complete.

13. 点击 **"确定"**（OK）离开会议。

   Click **OK** to leave the meeting.

14. 您将在 MyUofMHealth 帐户中收到就诊摘要。 You will receive an After Visit Summary in your MyUofMHealth account.

成功视频就诊的小提示   **Tips for a successful Video Visit**

- 打开 MyUofMHealth 患者门户应用程序中的通知功能，以接收预约提醒。

  Turn on notifications in the MyUofMHealth App to receive appointment reminders.

- 在就诊前，请查看 MyUofMHealth 患者门户应用程序以获取更新。

  Check your MyUofMHealth App for updates before your appointment.

- 将智能手机或平板电脑的音量调高（可考虑戴耳机）。

  Turn up the volume on your smartphone or tablet (consider wearing headphones).

- 关闭其它应用，以免干扰连接。

  Turn off other apps so there is no interference with your connection.

- 即便无线连接情况良好，一些网络（特别是商业无线网络）可能会阻止视频就诊的接入。

  Some networks (especially business wireless networks) may block video visit access even if there is a good wireless connection.

- 在约诊时间之前，请给您自己预留时间填写就诊问卷，并完成电子签到登记。

  Give yourself time to complete your visit questionnaires and complete eCheck-In before your scheduled appointment time.

- 如果您不小心挂断电话，您可以按照刚才进入的相同步骤回到就诊当中。

  If you accidentally hang up during the call, you will be able to get back into the visit by taking the same steps you took to first enter the visit.

- 如果您的医疗提供者无法照计划进度按时视频问诊，您可能需要等候他们加入。不要退出视频就诊，因为您的提供者会收到通知：您已登入且在等候。

  If your provider is running behind schedule, you may need to wait for them to join the video visit. Do not log out of the video visit, as your provider will be notified that you are logged in and ready.

- 进行视频就诊时不要驾驶机动车。

  Do not operate a motor vehicle while participating in a video visit.

问题及技术支持： Questions and support:

- 如对**预约**有任何疑问或疑虑，请致电预约单上所列出的诊所号码。

  If you have questions or concerns about your **appointment**, call the clinic number listed on your appointment.

- 如需帮助查找 **MyUofMHealth** 患者门户应用程序，请访问

  For help finding the **MyUofMHealth App** visit

  https://www.uofmhealth.org/virtual-care-video-visits-new-zoom-format

- 如**遇到技术问题**或**下载程序时遇到问题**，请发送电子邮件到 HIM-PatientPortal@med.umich.edu 或周一至周五早上7:30至下午4:00致电 (734) 615-0872向患者门户代表咨询。

If you experience a **technical issue** or are having **trouble downloading the app**, please email HIM-PatientPortal@med.umich.edu or call (734) 615-0872, to speak with a patient portal representative.

- 有关Zoom的设置和帮助，请访问　　For help setting up Zoom, visit:

  https://www.uofmhealth.org/virtual-care-video-visits-new-zoom-format

- 需获取更多关于**视频就诊**的信息，请访问

  For more information about **Video Visits**, visit:

  https://www.uofmhealth.org/virtual-care-video-visits-new-zoom-format