Preparing for Your Video Visit

To participate in a video visit you will need:

- A smartphone or tablet (not a computer)
- An active MyUofMHealth Patient Portal account
- The MyUofMHealth mobile app downloaded on your smartphone or tablet
- A strong wireless or cellular data connection
- To be in the state of Michigan at the time of the appointment.

Patients under 18 or adult patients with diminished mental capacity: A parent/full legal guardian will need proxy access to the patient's MyUofMHealth Patient Portal account, or the patient may need an independent account in order to access a video visit. **The patient must be physically present for the video visit.**

Questions can be directed to your clinic or by contacting **(734) 615-0872** or **HIM-PatientPortal@med.umich.edu.**

Some preparation and set-up is required before your appointment.

After scheduling appointment	• Download the MyUofMHealth mobile app to your smartphone or tablet. • Download all mobile app updates. • Turn on notifications from MyUofMHealth.org to receive appointment reminders. This option in only available on the website.

Roughly one week in advance	• Choose a location that is safe, comfortable, private and well lit for your video visit.
	
	• Test your app connection in that location before your appointment.
	
	  – Log in to the MyUofMHealth mobile app on your smartphone or tablet.
	
	  – If you are using the MyChart app, or using the MyUofMHealth app on an Android device, you may not be able to test the video connection.
	
	  – If the app requests access to your camera or microphone, tap "OK."
	
	  – Select the "Appointments" icon and then your appointment.
	
	  – Select "Test video." When you are prompted that the camera and microphone are OK, log off.
	
	Failure to test your connection where you plan to have your video visit may mean you cannot connect for your appointment.

Start your video visit (15–30 minutes before scheduled appointment)

- Go to the location where you tested your connection for the video visit.
- Log in to the MyUofMHealth mobile app on your smartphone or tablet. **Do not use a computer or your mobile device's internet browser.**
- Select your appointment.
- Follow the steps to complete eCheck-in and select "Begin visit."
- You will be placed in a virtual waiting room where you will see your image and a partial blank screen that confirms that you are waiting for your provider. Please wait for your provider to connect.
- To end your video visit, select the red phone button.

Do not operate a vehicle during your video visit.

Tips for a successful video visit:

- Video visits need to be done via the MyUofMHealth mobile app on a smartphone or tablet — **not on a computer or internet browser.**

- Download all MyUofMHealth **mobile app updates.**

- Turn on notifications from your MyUofMHealth Patient Portal account to receive appointment reminders.

- Make sure your smartphone or tablet is **charged** and you have a strong wireless internet or cellular data connection.

- Turn up the **volume** and make sure the camera, microphone and speakers are not blocked by your hand or phone case.

- **Turn off other apps** so there is no interference.

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

- 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. Call your clinic if the wait becomes unusually long.

- 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.

Who do I contact if I have questions or need to reschedule?

If you have questions or concerns about your appointment, or need to reschedule, call the clinic number listed on your appointment itinerary.

What if I am experiencing a technical issue with my video visit?

If you experience a technical issue, please email **HIM-PatientPortal@ med.umich.edu** or call **(734) 615-0872.** Please also review "Tips for a successful video visit."

Where can I learn more about video visits?

For more information visit **www.uofmhealth.org/virtualcare**