Joining a Scheduled Virtual Visit in MyChart

Welcome! Follow these steps to prepare for your Virtual Visit with an Atlantic Health System Practitioner. If you have any technical issues when setting up your virtual visit, please contact **the Virtual Visit Support Line at 1-800-205-9911** and someone will be happy to assist you.

Technical Requirements

Prior to your visit, identify how you will connect to the visit to speak with and see your practitioner.

Your options include:

- Computer with speakers, microphone, and webcam.
    - The computer must have the latest browser version.
    - Your Browser must be configured to allow pop-up windows to launch the Zoom meeting. See the next page for instructions.
- Smartphone or Tablet.
    - Your device must be on the current version of iOS or Android 7 or later.

Computer Requirements

To connect to the virtual visit using a computer, you will need the following:

- Speakers and microphone, so you can hear and speak to your provider.

- Webcam, so your provider can see you.

Smartphone and Tablet Requirements

To connect to the virtual visit on a smart phone or tablet, download the **Zoom** application from the app store and create an account.

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How to configure your web browser to allow pop-up windows?

Most web browsers include a feature to block pop-up windows. While this may eliminate unwanted or bothersome pop-up windows, the feature sometimes can impede the functionality of legitimate or useful websites.

Follow the instructions below to configure your web browser to allow pop-up windows for your selected websites.

Safari 5.x/6.x/7.x (OS X)

Safari for OS X has no per-website control over blocking pop-ups windows. Pop-ups are either blocked, or they are not. To allow pop-ups:

Safari 5.x

1. From the Safari menu, ensure the Block pop-up windows option is not checked. Unchecking this option will allow pop-ups.

2. To block pop-ups once again, check Block pop-up windows in the Safari menu. You can use a keyboard shortcut: shift-[command key]-K.

Safari 6.x/7.x

1. From the Safari menu, choose "Preferences..." and click the Security tab.

2. Ensure the Block pop-up windows option is not checked. Unchecking this option will allow pop-ups.

3. To block pop-ups once again, check the Block pop-up windows checkbox.

Google Chrome (Windows/OS X)

1. Open Chrome.

2. Click the wrench icon on the browser toolbar.

3. Select Settings.

4. Click Show advanced settings.

5. In the Privacy section, click "Content settings...". The Content settings window appears.

6. In the Pop-ups section, click "Manage exceptions...".

7. Copy and paste **https://secureacceptance.cybersource.com/pay** into Hostname pattern field and set the behaviour to Allow.

8. Close any remaining dialog boxes.

Mozilla Firefox (Windows/OS X)

1. Open Firefox.

2. Select "Options..." from the Tools menu (Windows) or "Preferences..." from the Firefox menu (OS X). The Options (Windows) or variable (OS X) dialog box opens.

3. In the top panel of the dialog box, click on the Content icon to display the Content dialog box.

4. In the Content dialog box, ensure the Block pop-up windows checkbox is selected, then click the adjacent "Exceptions..." button.

5. Copy and paste **https://secureacceptance.cybersource.com/pay** into Address of website field, then click Allow. The selected webpage is added to the list of Allowed Sites.

Activating your MyChart Account

Note: If you have an active MyChart, continue to the next section.

SIGNING UP FOR MYCHART

Signing Up from an Email Invitation

You can sign up for MyChart using the invitation sent to your email following your most recent visit to an Atlantic Health System Facility or call your doctor's office to request that one be sent to you.

1. Click the link in your email invitation.

2. Fill in your personal information, choose a username and password, and click **Submit**.

3. From here you will be directed to the MyChart login page to sign into your new account.

Signing Up with an Activation Code

You can sign up for MyChart using the Activation Code printed in the discharge instructions from your most recent visit to an Atlantic Health System Facility.

1. Visit MyChart at mychart.atlantichealth.org and click the **Sign Up With Activation Code** button.

   [SIGN UP WITH ACTIVATION CODE]

2. Enter the Activation Code and your personal information.

3. Choose a username and password to complete registration.

Signing Up Without an Activation Code

You can sign up for MyChart even if you don't have an Activation Code or email invitation.

1. Visit MyChart at mychart.atlantichealth.org and click the **I Do Not Have an Activation Code** button.

   [I DO NOT HAVE AN ACTIVATION CODE]

2. Enter your personal information.

3. You will then be prompted with specific questions to verify your identity.

4. Choose a username and password to complete registration.

If you need assistance with registering for MyChart, please call the Atlantic Health System MyChart Hotline at *1-800-205-9911*.

mychart.atlantichealth.org

Preparing for Your Visit – Proxy Joining Virtual Visit for Patient

**Note:** If this virtual visit is for yourself, continue to the next section.

- The three classes of Proxy access that will be able to view the patient's Epic Zoom Virtual Visit are parent accessing child, adult accessing adult, and parent accessing adolescent minor (Full Access).

  Note: Parent Accessing Adolescent minor must be (Full Access). If it is set for (Partial Access), the proxy won't be able to view the Epic Zoom Virtual Visit.
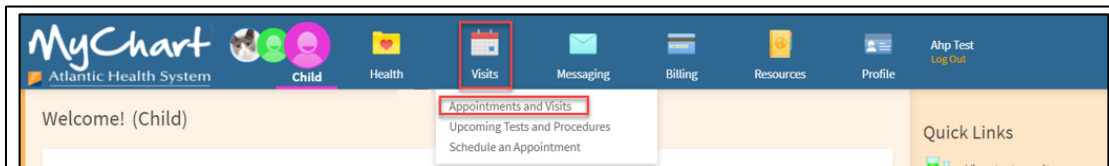
1. Click the **account bubble** in the MyChart toolbar to switch between your own account and the accounts for which you are a proxy.
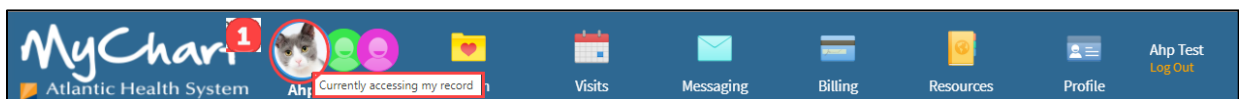
2. After reading the Proxy Disclaimer, click **ACCEPT PROXY ACCESS DISCLAIMER**.
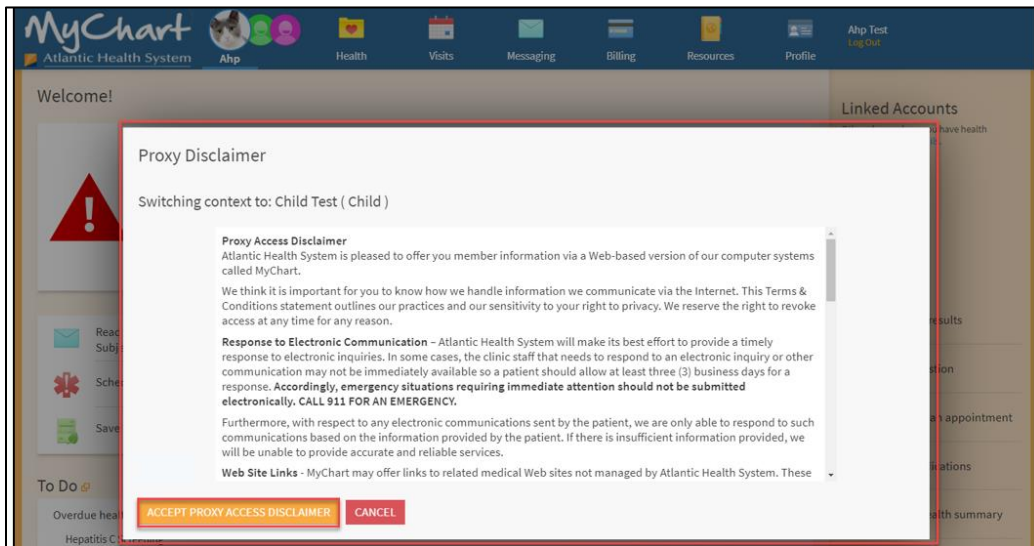
3. Click **Visits** and **Appointments and Visits** to view your Epic Zoom Virtual Visit.

4. The next step depends on if your appointment has already been scheduled:

   - If you are self-scheduling an Epic Zoom Virtual Visit, close this guide and go to the "Patient Guide-Epic Zoom Virtual Visit-Self Scheduling".
   - If you need to schedule an appointment but cannot self-schedule, contact the practice.
   - If you have a scheduled appointment and the practice checked you in over the phone, skip to the "If the Practice Completed Check In Over the Phone" section on page 4.
   - If you have a scheduled appointment and you are performing eCheck-In, skip to the "Patient Performing eCheck-In and BEGIN VIDEO VISIT" section on page 5.

If the Practice Completed Check In over the Phone

Note: If you have a scheduled appointment and the you want to perform eCheck-In, skip to the "Patient Performing eCheck-In and BEGIN VIDEO VISIT" section on page 5.

To get started, launch your desktop browser. Log into your MyChart account and complete the following steps to prepare for your virtual visit:

Alternatively, you may perform this visit on your smartphone or tablet by using the MyChart app. To use the MyChart app to launch the Zoom meeting, you must download the Zoom app and have an account.

Note: If the practice contacts you to complete check in over the phone, you will not eCheck-In through MyChart. The **ECHECK-IN** button will not be viewable, and you will select **BEGIN VIDEO VISIT** instead. If the practice has not checked you in, skip ahead to the next section to perform eCheck-In.

1. Click on the **Visits** and **Appointments and Visits**.

2. Find your upcoming visit - titled **Virtual Visit** - and click **Details.**

3. On the next screen, click **BEGIN VIDEO VISIT**.
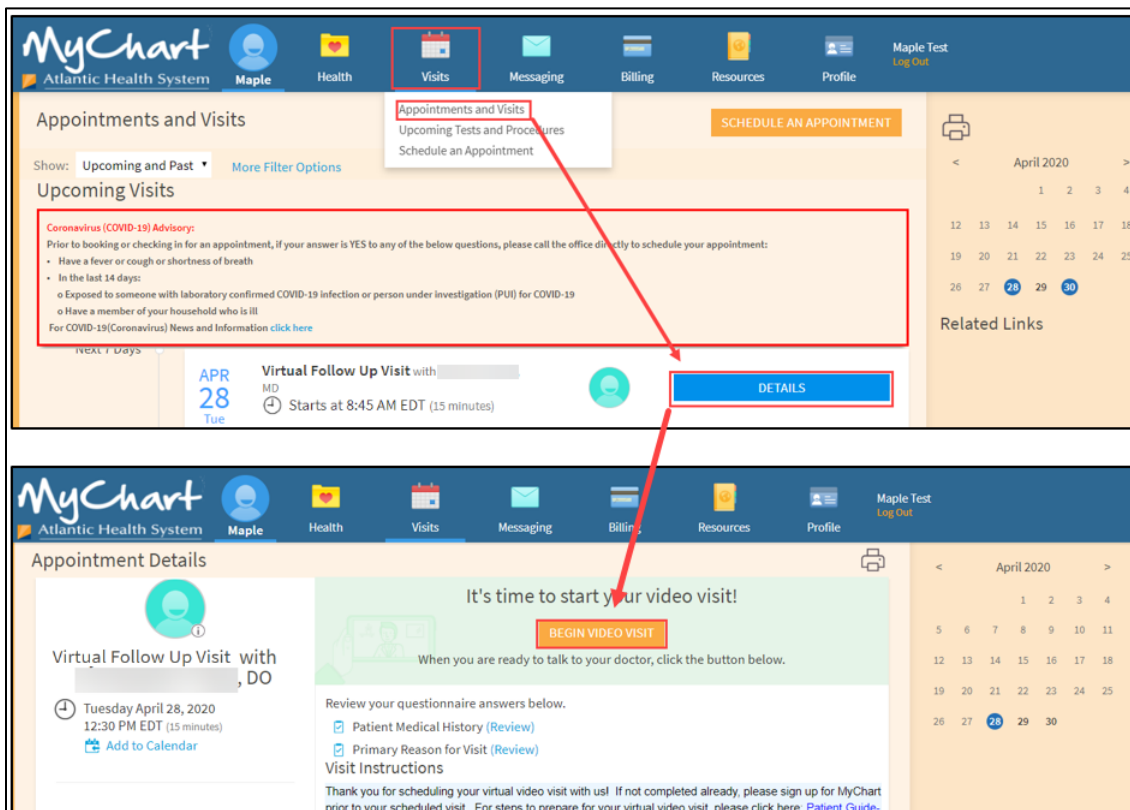
Patient Performing eCheck-In and BEGIN VIDEO VISIT

Note: If you have a scheduled appointment and the practice checked you in over the phone, skip to the "If the Practice Completed Check In Over the Phone" section on page 4. You will not need to complete eCheck-In.

To get started, launch your desktop browser. Log into your MyChart account and complete the following steps to prepare for your virtual visit. Navigate to the visits tab across the top toolbar selecting appointments and visits. Find your scheduled Epic Zoom Virtual Visit to perform eCheck-In.

1. Click **ECHECK-IN**.
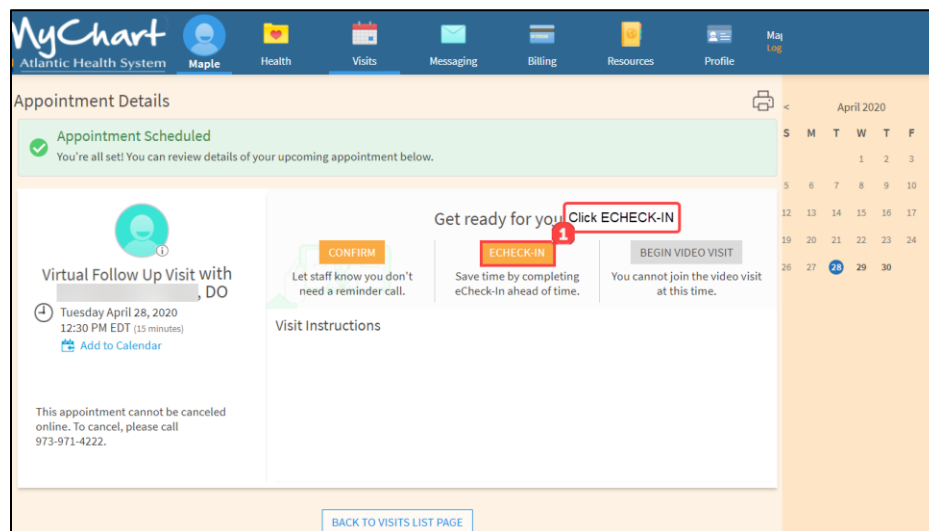
Note: If the practice has contacted you to perform check in over the phone, you do not need to do eCheck-In in MyChart. Instead of the **ECHECK-IN** button, you will see a button that says **BEGIN VIDEO VISIT** instead. Skip ahead to step 5 to join the Zoom meeting.

2. Review and **ADD AN ALLERGY** if applicable. Select **This information is correct** when done. Click **NEXT**.

Note: The demographic and insurance forms will appear before the Allergies form when the patient has not updated this information. The demographics form provides the patient an opportunity to input critical information expediating the check in process and the insurance form allows the patient to upload their insurance card through the patient taking a picture of the card.
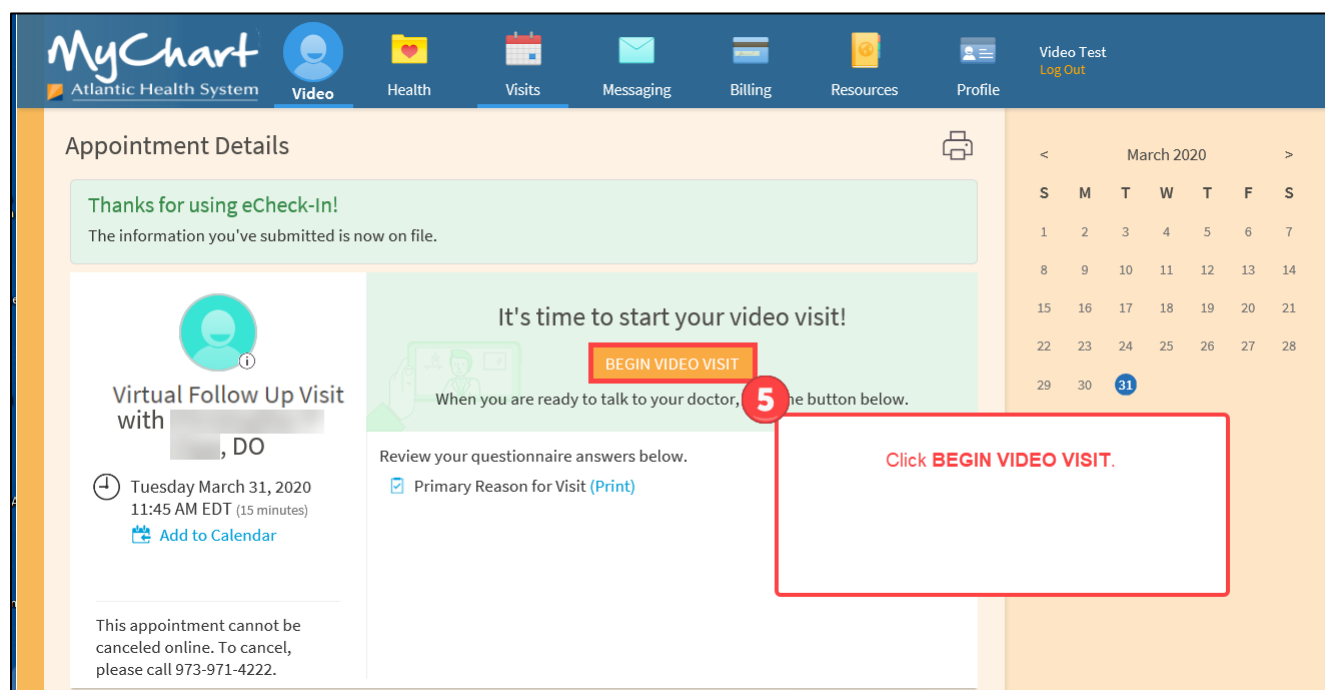
3. Enter the **Primary Reason for Visit**. Fill out the additional questionnaire forms.


4. Click **SUBMIT**.

5. Click **BEGIN VIDEO VISIT**.


During the Visit

Once you have clicked **Begin Video Visit**, you will be placed into a Zoom waiting room until your practitioner admits you.

Note: If you do not join the virtual visit within 60 minutes of you scheduled appointment time, you will be marked a 'no-show' and will be unable to join. Your appointment will need to be rescheduled.
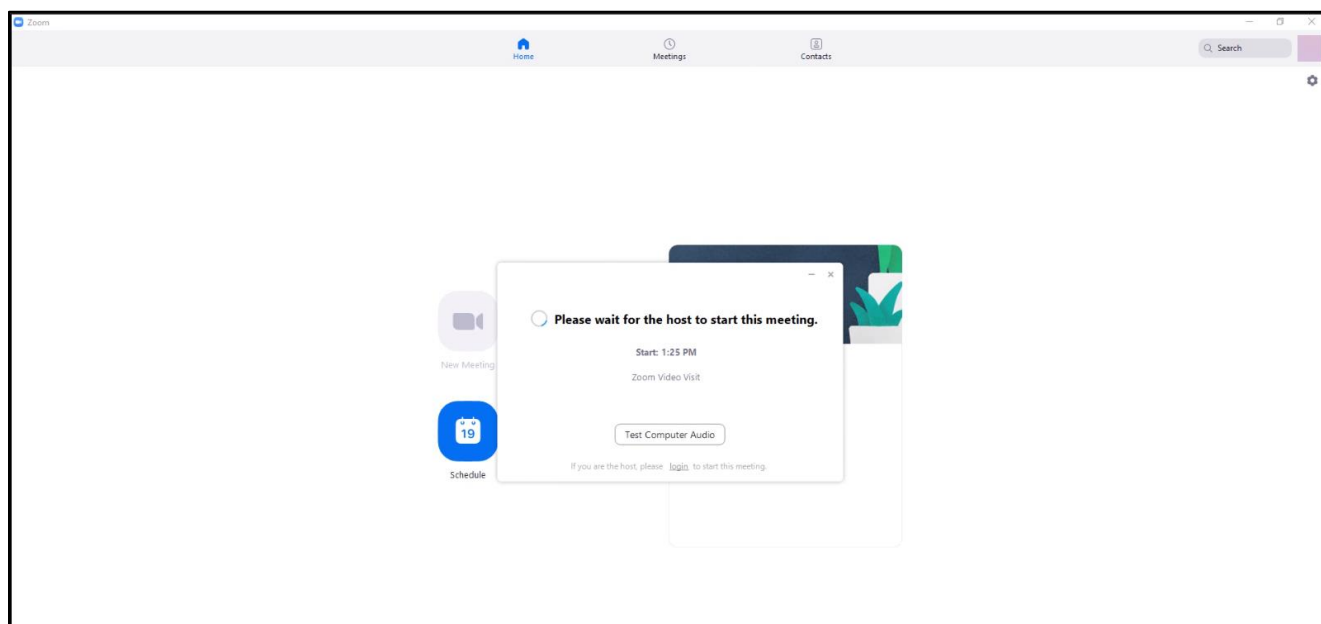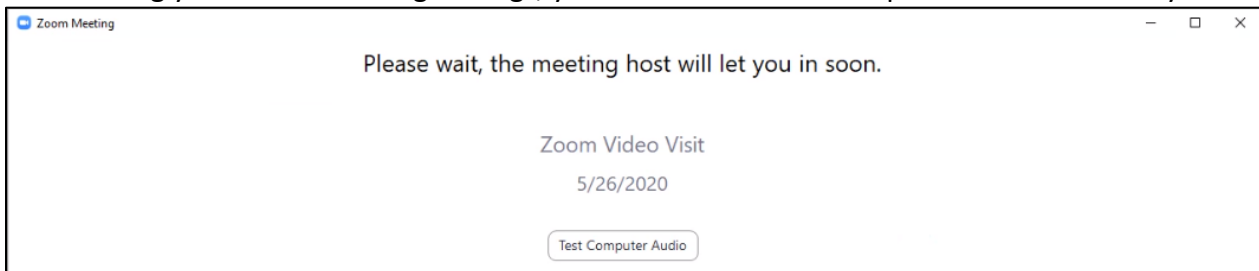
While you are waiting, click **Test Computer Audio** to test your systems settings for the meeting. On the left-hand side, you can click into distinct Zoom settings in preparation for your visit.
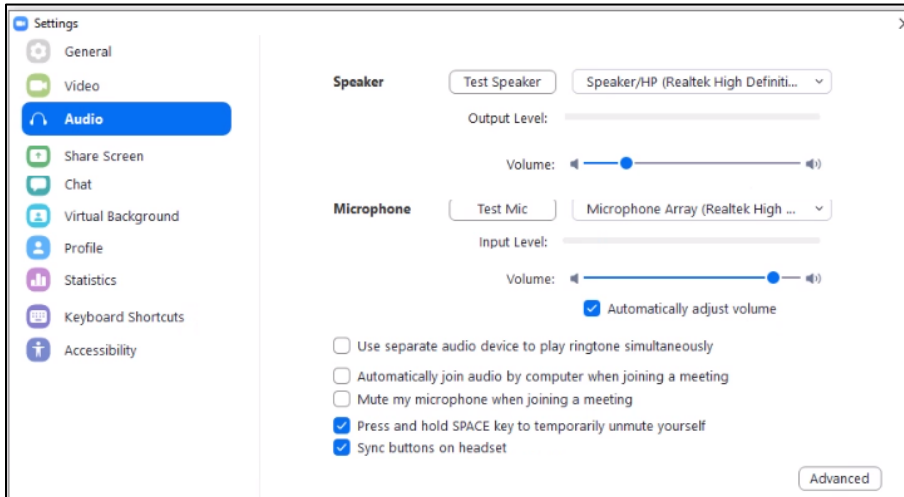
After testing your Zoom meeting settings, you will wait here for the practitioner to admit you.

You're ready to start your virtual visit with your practitioner! Once your practitioner joins, you will see and hear them, and you can begin discussing the reasons for your visit. If for any reason you run into audio issues, use the chat function as needed.
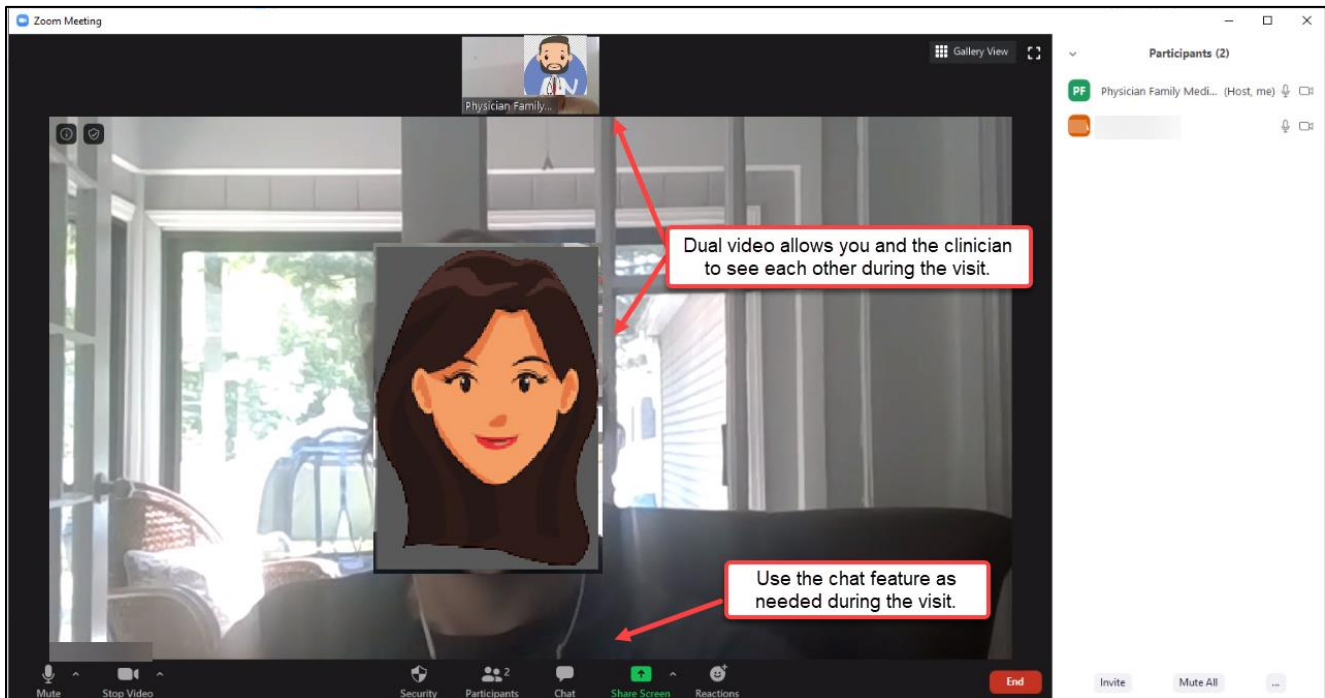
When you have completed your virtual visit with your practitioner, click the **End** button to leave the room.