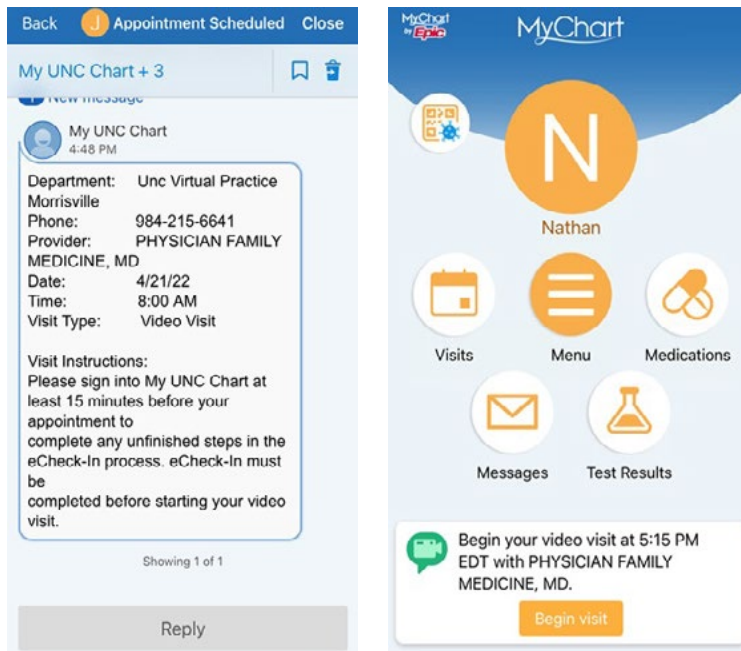


Instructions for a Scheduled **Mobile Video Visit** via My UNC Chart

(These instructions are accessible when signed into the My UNC Chart mobile app)

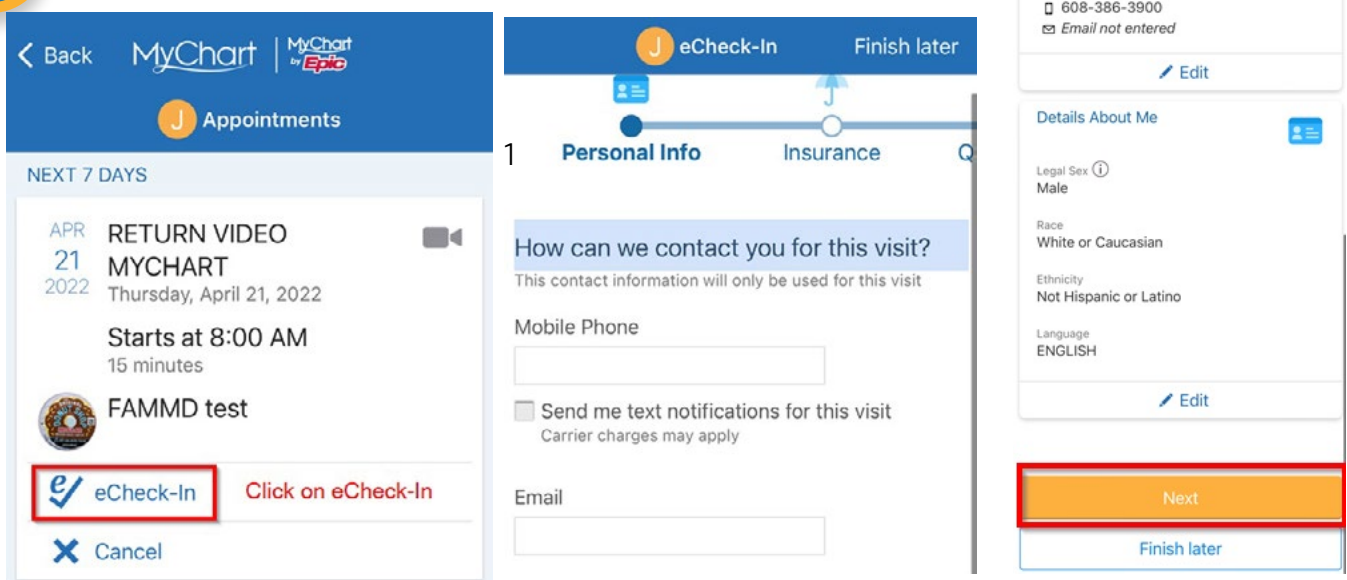
1

Identify the Scheduled Video Visit.



2

Complete **eCheck-In** for your Scheduled Video Visit.



Uploading and Sending Photos for Video Visit:

If your provider asks you to upload and send photos in preparation for your video visit, please [click here](#) to find instructions on how to upload and send your photos via PC or smartphone.

3

List state and internet browser.

The screenshot shows the 'eCheck-In' process. At the top, there is a progress bar with three steps: 'Info', 'Insurance', and 'Questionnaires'. The 'Questionnaires' step is currently active. Below the progress bar, there is a form for an upcoming appointment with 'PHYSICIAN FAMILY MEDICINE, MD on 4/21/2022'. The form asks 'What state are you currently located in?' with a dropdown menu set to '(Choose)'. Below this, there is a note: 'Note: For best experience please use Wifi'. A checkbox is present with the text 'I acknowledge that if I am not on Wifi it may not be the best video visit experience.' The form then asks 'What Internet Browser are you currently using for MyChart?' with a grid of buttons for 'Google Chrome', 'Mozilla FireFox', 'Apple Safari', and 'Microsoft Edge', and an 'Other' field. To the right of the form, there is a 'Virtual Care Guidelines' section titled 'UNC Health Virtual Care – Guidelines for Patient Participation'. The guidelines include: 'Treat virtual visits just like in person visits.', 'Contact your clinic if you will be running late.', 'Do not engage in any unlawful activity during your virtual visit.', 'Minimize distractions (cell phones, noises, use of motor vehicles, etc.).', 'Join your virtual visit in a quiet/private location to protect your privacy, as well as those of others if you are participating in a group virtual visit.', and 'You may only record your visit if your Provider expressly consents to the recording.' At the bottom of the guidelines, there is an 'Accept' button.

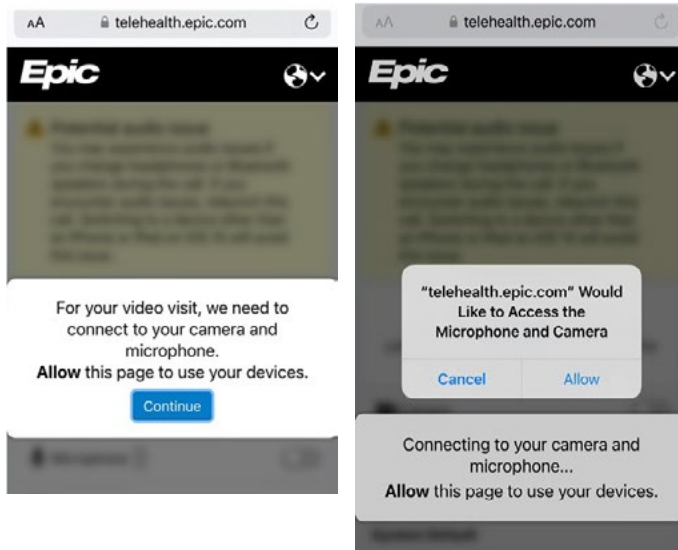
4

Click on **Join video visit.**

The screenshot shows the 'RETURN VIDEO MYCHART' screen. At the top, there is a blue header with 'Appointments' and a clock icon. Below the header, the text reads 'RETURN VIDEO MYCHART' and 'Wednesday, April 20, 2022'. A blue bar below that says 'This is a video visit'. A green box with a checkmark says 'Ready to begin video visit' and 'We're ready for you! Begin the video visit, and your provider will be with you shortly.' Below this, there is a section for the appointment: 'Starts at 5:15 PM' (15 minutes), with 'Cancel Appt' and 'Add to Calendar' buttons. The appointment is for a 'FAMMD test'. Below the appointment details, there is a 'GET READY' section. It says 'eCheck-In Complete' and 'The information you've submitted is now on file. When you arrive at the clinic you may have additional steps to complete.' There is an 'Additional Steps' icon. At the bottom, there is a 'Confirm Appointment' section with a checkmark. At the very bottom, there is a large orange button that says 'Join video visit'.

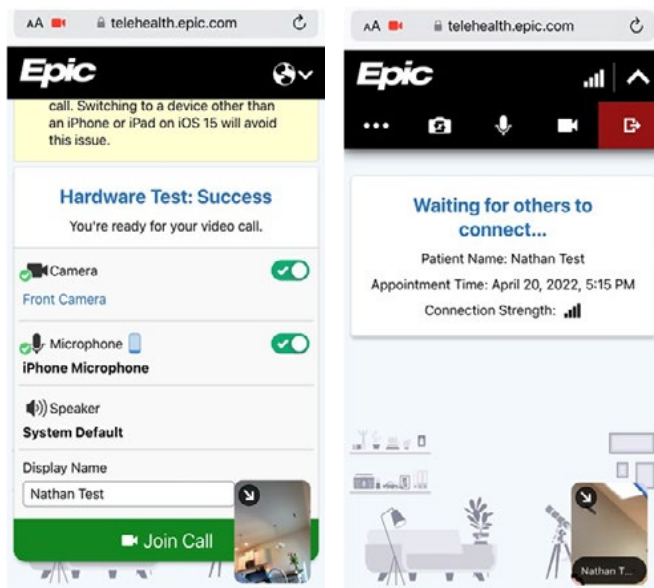
5

Click **Continue** to test your microphone, speaker and video. Click **Allow** for microphone and camera use.



6

Start your visit. Enter your phone number then click **Join Call**.



© 2020 Epic Systems Corporation. Used with permission.

This information is provided to help you access a tool that is currently offered in English only. If you ask a friend or family member to help you access or navigate My UNC Chart you may be providing them access to your private medical information. If you would prefer help by an employee of UNC Health, please let a staff member know during your visit.

If you have questions, please call UNC Health Outpatient Access Center (888) 996-2767.