



## Video Visits in Patient Portal

Video visits are patient portal appointments using videoconferencing technology to allow patients to visit providers live from a distance instead of in-person.

These appointments must be scheduled as video visits by the provider’s office.

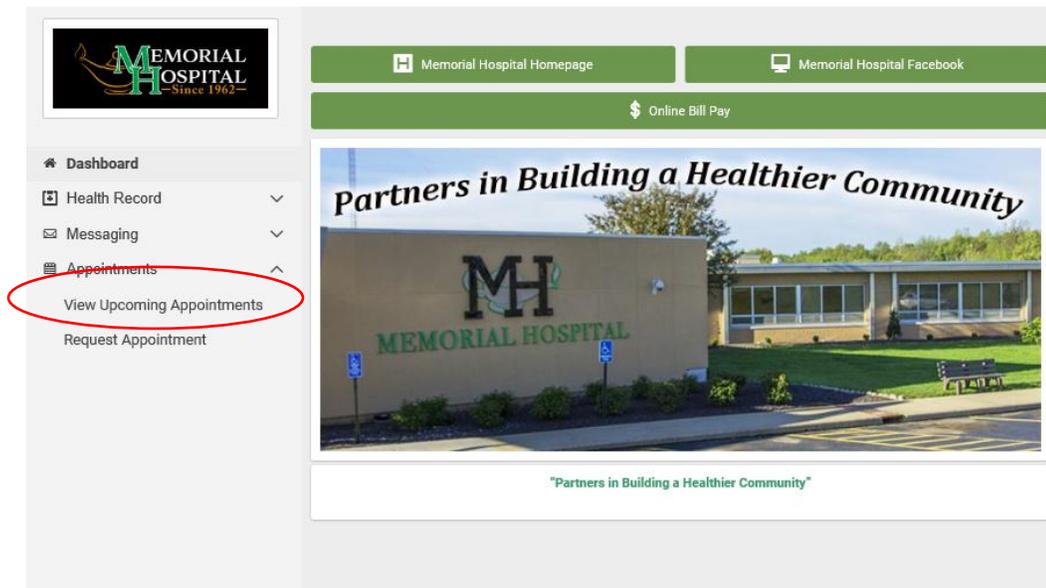
Prior to attending a video visit appointment determine which communication method (mobile app or computer) you will use. **Video visits are accessed using a computer with internet and a webcam or Memorial Hospital patient portal HealtheLife mobile app.**

### Video Visit Using Computer with Internet and Webcamera:

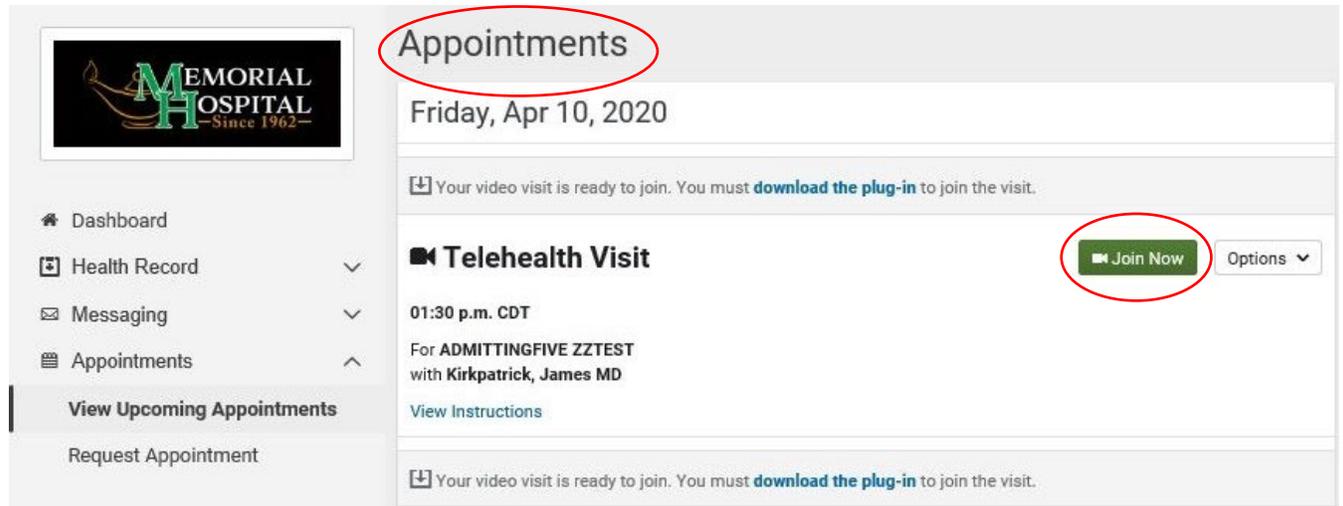
1. Log into Memorial Hospital [Patient Portal website](#) on your computer. Note: Internet browser recommendations are below.

Internet Browser Requirements		
Recommended	Not Recommended	Limited Capabilities
Google Chrome version 72 or earlier	Chrome 73	Apple Safari
Mozilla Firefox all versions	Microsoft Internet Explorer	
	Apple Safari 12	
	Apple OS X Yosemite	
	Microsoft Edge	

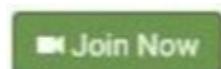
2. Click on View Upcoming Appointments.



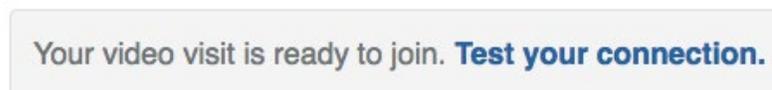
3. From appointments page, click **Join Now** button.



4. The video player will open in a new browser. You may be asked to download a plug-in. Click **download the plug-in** displayed (if you click **Join Now** and the plug-in downloads automatically). Follow the system prompts to install plug-in.



5. After installing plug-in you must refresh browser by clicking **refresh arrow**  in internet browser address bar, or press **F5** key on keyboard.
6. You will see a **Test your connection** link. Click on the link to test your microphone, speakers, and video.



7. A box to acknowledge terms of use will ask you to agree. Once you check box to agree you will be able to click green **Join Video Visit** button.

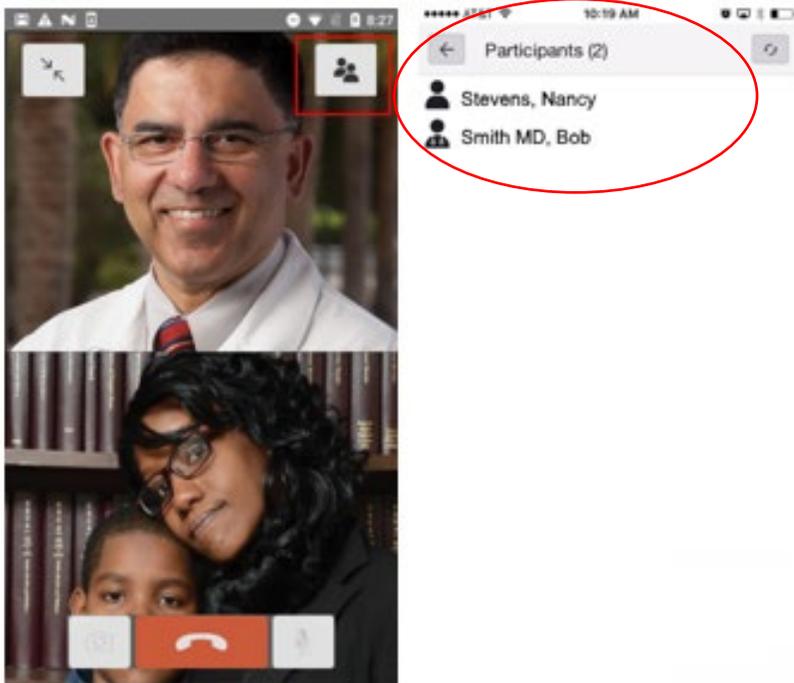
## Acknowledgement

Memorial Hospital is using telehealth communication technology for your visit today. This visit will not be audio or video recorded. Memorial Hospital would like to inform you there are potential privacy and security risks associated with telehealth communications. You have the right to decline telehealth services. By proceeding with the visit, I acknowledge I have been informed of these risks and consent to use of telehealth communications.

I agree

Join Video Visit

8. The computer will automatically display who is participating in the visit on right side of the video.



## Ending the Video Visit

To end the video visit:

1. Click the **Hang Up** icon at bottom of your video display
2. Close the video player.

