

Virtual Care from Your Home

for MyChart users



Cone Health primary care and specialty practices now offer virtual visits to give you the opportunity to meet with your provider by means of a video visit. No need to travel, you and your clinician or care team can see each other from the comfort of your home. Follow the information below to ensure your video visit is a great experience.

Tips

- Have a pen and paper ready to take notes. You may want to jot down a couple of questions or concerns before the visit.
- Know your height, weight, blood pressure, blood sugar and list of current medications.
- Wear loose clothing to enable you to show the provider rashes, wounds or other areas of concern.

What you will need

- A MyChart account. If you do not have a Cone Health MyChart account click here to request one or call the MyChart service desk at (336) 83-CHART (336-832-4278).
- Your MyChart username and password. Can't remember? Call the MyChart service desk number listed above.
- A working laptop, desktop computer, tablet or smart phone with a front camera.
- A fully charged device, or access to power.
- A working, clear audio resource (speakerphone, headset, ear buds, computer audio, etc.).
- An internet connection.
- A well-lit, private space (free of distractions) so the doctor or nurse can see you.

To join a virtual visit from your computer



- 20 minutes before your appointment log into your Cone Health MyChart account by visiting: <https://mychart.conehealth.com/>
- After logging into MyChart, on the **Welcome page**, click on the **Begin Visit** button.
- The **Appointment Details** page will display next.
- Review visit instructions for appointment.
- When it is time for your visit, click **Begin Video Visit**. Be sure to select **"allow"** for your device to access the microphone and camera for your visit.
- Look for the **green check mark** to confirm your internet connection is good and your microphone is working properly. If your camera is on and working you will see yourself on the screen.
- The buttons under **join meeting** will allow you to change your audio and video source and set a virtual background.
- Next click join meeting to enter the virtual waiting room. Your provider will be with you shortly. If you need to make any audio and video changes while waiting, click on the **gear icon** located in the top toolbar.

To join a virtual visit from your mobile phone or tablet



- Download the MyChart mobile app from the Google Play Store or Apple App Store. If you already have the app, make sure it is updated to the current version. (Please close down all other Apps)
- 20 minutes before your appointment log into your Cone Health MyChart mobile app.
- After logging into the MyChart mobile app, on the **Welcome page**, click on the **Begin Visit** button.
- Review visit instructions for appointment.
- When it is time for your visit, click Begin Video Visit. Be sure to select **"allow"** for your device to access the microphone and camera for your visit.
- Look for the green check mark to confirm your internet connection is good and your microphone is working properly. If your camera is on and working you will see yourself on the screen.
- The buttons under join meeting will allow you to change your audio and video source.
- Next, click join meeting to enter the virtual waiting room. Your provider will be with you shortly. If you need to make any audio and video changes while waiting, click on the gear icon located in the top toolbar.

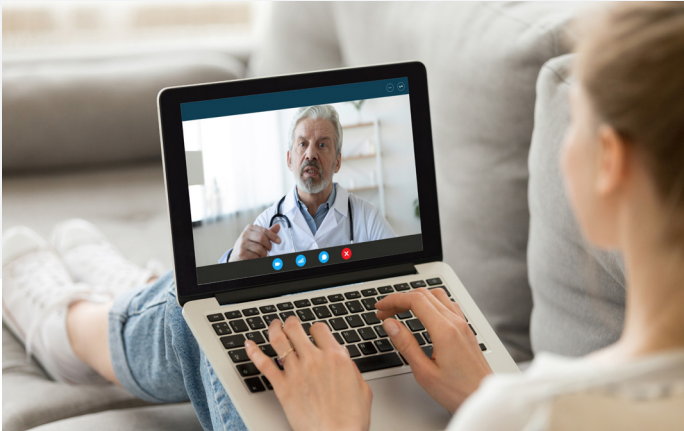
If you have issues logging in to your Cone Health MyChart account, please contact our MyChart service desk at (336) 83-CHART (336-832-4278).

Once you are in your Cone Health MyChart account for your virtual visit, if you have trouble with your camera or microphone, no worries. Your provider will still be able to meet with you today.

Virtual Care from Your Home

for patients using a phone or computer

Cone Health primary care and specialty practices now offer virtual visits to give you the opportunity to meet with your provider by means of a video visit. No need to travel, you and your clinician or care team can see each other from the comfort of your home. Follow the information below to ensure your video visit is a great experience.



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Tips

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- Wear loose clothing to enable you to show the provider rashes, wounds or other areas of concern.



To join a virtual visit from email or text message

- Your provider will ask if you prefer to receive a link to join the visit in your email or on your smart phone.
- When it is time to join your visit you will receive a link to your appointment.
- Click on the link to join.
- Select “allow” for your device to access the microphone and camera for your visit.
- Look for the green check mark to confirm your internet connection is good and your microphone is working properly. If your camera is on and working you will see yourself on the screen.
- The buttons under join meeting will allow you to change your audio and video source.
- Next click join meeting to enter the virtual waiting room. Your provider will be with you shortly. If you need to make any audio and video changes while waiting, click on the gear icon located in the top toolbar.



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