

Video Visit User Guide

Please read these instructions if you have a video visit scheduled.



VIDEO VISIT APPOINTMENT DATE/TIME: _____

Preparing for your video visit

You can start preparing for your visit within 3 hrs prior to your appointment time, or 1.5 hrs after your appt. time in case the provider is running behind.

1. **Use the right device.** This might be a mobile phone, tablet, or computer where you can receive a text and is equipped with a camera and audio tools.
2. **Use cellular/mobile data** for your video visit instead of Wi-Fi to minimize technical issues. You can **turn off Wi-Fi** in your smartphone settings.

Complete eCheck-In

If you have MyChart, verify your demographics, complete or sign needed forms and questionnaires, update medications and allergies, and pay your copay before your visit.

1. Go to your upcoming appointments in ARC MyChart and click eCheck-in.

Allow calls from our ARC clinic

Please make sure your ARC clinic phone number is in your phone's contact list so you don't miss the call.

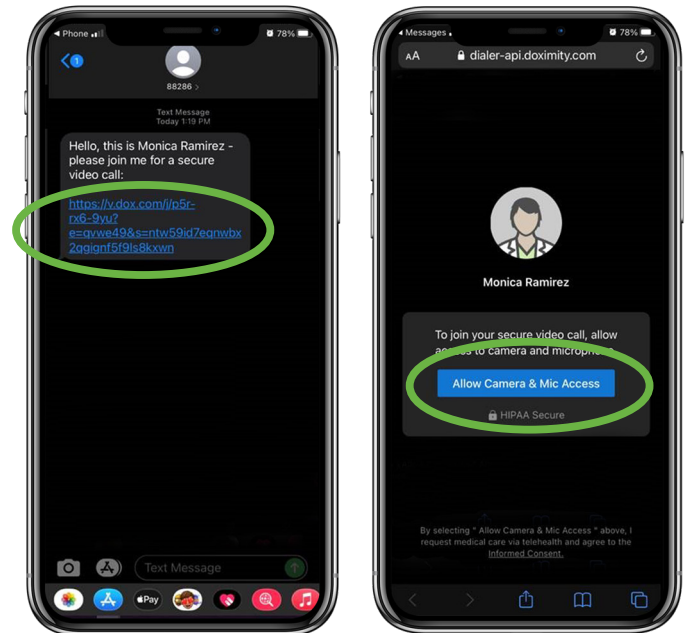
Next, a nurse/medical assistant will call you to collect some information and instruct you on how to start the video portion. Be sure to end the call before starting the video.

Please **WAIT** to do the following steps after you have spoken to the nurse/MA.

Starting your video visit

Your care team will text a link to your mobile number when they call you with instructions. You do not need to have ARC MyChart to proceed.

1. **Turn on** "do not disturb" on your phone.
2. **To begin**, tap on the link from your text message. Then tap on **[Allow Camera & Mic Access]**



3. **Take your vitals.** If you are able to do a home blood pressure reading, please do so and report it to the medical assistant or nurse.
4. **Please be patient.** Just like in the clinic, we will try to call you as close to your visit time as possible.

Thank you for trusting us with your care.

For help please call MyChart Support at 512-ARC-HELP (512-272-4357)