

Virtual Visits

Your next appointment with your provider will be a video visit.

What is a virtual visit?

A secure video-based appointment that uses the Zoom video conferencing service.

How secure are video visits?

- OHSU's virtual video visits are encrypted to meet Health Insurance Portability and Accountability Act (HIPAA) regulations and other security requirements to safeguard your Protected Health Information (PHI).
- We also use a secure version of the Zoom video conferencing service. Nobody can join your meeting without your approval, and you do not need to create a Zoom account.

How do I connect?

You can have a virtual video visit on any smartphone, tablet or computer. Just follow the directions on page 2 or watch our tutorial video at www.ohsu.edu/virtualprep.

What else do I need?

1. An internet connection.
2. A MyChart account. If you do not have one yet, you can sign up at www.ohsu.edu/mychart or through the app.
3. The Zoom app (for phones and tablets). If you plan to use your smartphone or tablet, download the Zoom app before your visit.

What else can I do with MyChart?

- View all upcoming appointments
- See your test results
- Refill prescriptions
- Send messages to your provider



Need help?

Call **833-895-3603** to:

- **Request technical support:**
Monday-Friday, 7 a.m.–6 p.m.
- **Get help signing up for MyChart:**
Monday - Friday, 7:30 a.m.–8 p.m.
Saturday, 8 a.m.–8 p.m.
Sunday, 9:30 a.m.–8 p.m.

If you have questions about your appointment or other health care needs, contact your clinic.

If you need help with proxy access, please contact your clinic or [visit our FAQ](#).



Smartphone and Tablet Instructions

Laptop and Desktop Instructions

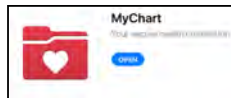
- 1 The first time you use virtual visits, you will need to download the Zoom app from your app store:



(You will not need to set up a Zoom account.)

- 2 Open a web browser on your phone. Go to <https://zoom.us/test>, click “Join” and follow the prompts to set up the Zoom app so it can use your camera and microphone on your phone.

- 3 Download the MyChart app:

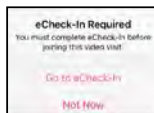


- 4 Sign in with your user ID and password.
- 5 If you have not signed up for MyChart yet, tap “sign up now”.

- 6 Tap the “appointments” icon:



- 7 Tap your scheduled Virtual Visit appointment. 15 minutes before your appointment, start the PreCheck-in.

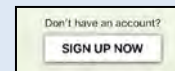


- 8 When you are checked in, you will see a “join by” time. 10 minutes before your appointment, click the “begin visit” icon. You will enter a virtual waiting room where your provider will join you.



- 9 Tap “Open” if on an iPhone/iPad or “Join Meeting” if on an Android device.

- 1 Log into: www.ohsu.edu/mychart. If you have not signed up for MyChart yet, click:



- 2 Click on the “visits” icon and select “appointments and visits”.



- 3 15 minutes before your appointment, start the PreCheck-in.



- 4 10 minutes before your appointment, click the “Begin video visit” icon.



- 5 A new tab will open to launch a pop-up for Zoom. You do not need to create your own account.



- 6 Click “Join With Computer Audio.”

If your provider is more than 10 minutes late for your appointment, call your clinic for help. If you are experiencing difficulty with your connection, refer to Help Desk information on page 1. For more detailed instructions and tutorial videos, go to www.ohsu.edu/virtualprep.