

Using **MyChart** video visits

What is a video visit?

Video visits allow you to interact with your provider through live video and audio on your own device. You will be able to talk to your provider, similar to an office visit, by using your smartphone, tablet or computer to connect through MyChart.

How does it work?

You will need an active MyChart account. If you need assistance with MyChart, call askMDAnderson at 1-877-632-6789.

VISIT from your SMART DEVICE

You cannot access your video visit through MyChart.mdanderson.org from your smart device.



You must use the MyChart app if using a smartphone or tablet to access your appointment and complete a video visit, as well as the ZOOM Cloud Meetings app.

VISIT from your DESKTOP



To use the MyChart website on a desktop, **you must download Zoom Client for Meetings from zoom.us.**

Please check webcam, audio and microphone access under the computer's settings in order to successfully complete your video visit. Be sure to change your settings to allow for pop-up messages. This will ensure you get connected.

Where can I get step-by-step instructions?

Follow the steps in the [PE Online MyChart Video Visit PDF](#) or by [video](#) to learn how to connect to your video visit. Access them in your appointment reminders or online as well.

From the MyChart mobile app

- Go to Education Documents or Education Videos icon.
- Search for *MyChart Video Visit Instructions* to locate the PDF or video.

From the desktop site MyChart.mdanderson.org

- Go to the Resources tab on the top navigation menu.
- Select *Education Documents or Education Videos*.
- Search for *MyChart Video Visit Instructions* to locate the PDF or video.

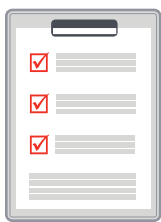
BEFORE your APPOINTMENT

Make a plan for which device you will use and complete the eUpdate process.

Ensure your video, audio and internet connections are properly working on the device you plan to use. All of these features should be working if you recently used them on your device for other video chats or phone calls. Remember to try using your headset or earphones, too.



What is eUPDATE?



It is the process to update your information in MyChart before your appointment. You can verify your personal details, medications and insurance information 7 days before the appointment.

We encourage you to update your information and complete any questionnaires 2-3 days in advance so these details can be shared with the clinical team in advance. A clinic staff member will contact you to review your responses with you the day before your visit.

You can also read the [Telemedicine consent PDF](#) about your upcoming visit.

From the MyChart mobile app

- Go to *Appointments*.
- Locate the *Video Visit Follow Up*. Select eUpdate.
- Click through eUpdate and review your information.
- Sign a *Telemedicine consent* for a video visit.

From the desktop site MyChart.mdanderson.org

- Go to the *Visits* tab.
- Locate the *Video Visit Follow Up*. Select eUpdate.
- Click through eUpdate and review your information.
- Sign a *Telemedicine consent* for a video visit.

ON THE DAY OF your APPOINTMENT

Make sure your video, audio and internet are working at least one hour before your video visit.

Use your internet to connect to audio for a best experience

Log in 30 minutes before your scheduled appointment time to access your visit and finish the eUpdate process, if not already completed.

Your care team will let you know if your provider is behind or ahead of schedule and needs to adjust the time to connect for your visit.

From the MyChart mobile app

- Go to *Appointments*.
- Locate the *Video Visit Follow Up*. Select eUpdate if not completed.

From the desktop site MyChart.mdanderson.org

- Go to the *Visits (to completed eUpdate) or Details (if eUpdate is complete)* tab.
- Locate the *Video Visit Follow Up*. Select eUpdate.



The camera icon in the video visit details turns green 30 minutes before your visit is to begin. You cannot access the video waiting room the day before to test your device within MyChart.

I have an old smartphone. Will it work?

Zoom is supported by these operating systems:

- iOS 7.0 or later that can send and receive video using front or rear camera
- iPhone 4 or later, iPad Pro, iPad Mini, iPad 2 or later, iPod touch 4th Generation, iPhone 3GS (no front-facing camera)
- iPadOS 13 or later
- Android 4.0x or later
- Kindle Fire HD

How do I test my audio and video?

Testing your audio and video means making sure these features are working. In general, all of these features should be working if you can complete video chats or phone calls. Remember to try using your headset or earphones, too.

For example, if you recently had a FaceTime call using your phone and headphones, the same video and audio functionality would work for the video visit. If you recently went online to check your appointment, your internet should be working.

How do I change my smartphone settings to allow Zoom to access my camera?

Every smartphone and tablet is different. If you are using an iPhone, you may need to change your settings. Go to Settings and select Privacy. Then select Camera and make sure Zoom can access your video.

Who is eligible?

Existing patients who have clinic follow-up visit or a consult visit with a provider may be eligible for a video visit depending on where they are located. Every state has different laws regarding video visits. It's important to talk to your care team to learn what may be available and best for you.

How do I schedule?

If you are interested in having a video visit, send your

care team a MyChart message. While the technology is available, you and your care team should determine what is best for your needs.

Is it available in all clinics?

Yes, MyChart video visits are available for any clinic to use to connect with a patient instead of having an in-clinic follow-up or consult appointment. At this time, this option is not available for new patients. Talk to your care team to learn if this is an option for you.

How long will the visit last?

It will last about the same length as your clinic visit.

Can my family members join my video visit?

Yes, you can add your family members or loved ones to join the visit. After you and your provider are in the video visit, click the **Participants icon** at the bottom of your screen. You can then select who to invite to your visit. Once you click the **Invite button** you can choose to share the link by **email, text or phone**. After they accept, they will be able to join the video visit.

How much does it cost?

You will be charged the same co-pay for a video visit as an in-person visit. However, you will not be asked to pay during your virtual visit. Instead, the balance will be listed as part of eUpdate.

The Telemedicine consent you sign before your video visit outlines your responsibility for any copayment or deductible amounts associated with the video visit, in



accordance with your insurance company's policies, including Medicare or Medicaid.

Patient Business Services specialists are here to answer questions about your charges, payments, and balances. Send **Patient Business Services** a message in MyChart or call them toll-free at 1-800-527-2318.

Is Zoom HIPAA compliant?

MD Anderson must comply with the Health Insurance Portability and Accountability Act (HIPAA) regulations, and because MD Anderson and Zoom have entered into a business associate agreement, Zoom is required to apply the same protections to patient health information (PHI) shared by MD Anderson under the scope of the agreement.

Is it secure? I've read about recent privacy and security issues with Zoom in the news. How do I know that my telehealth session is secure and private?

To ensure your privacy and security, video visits are encrypted and not recorded.

Using Zoom in MyChart is different than using it for a regular meeting because MD Anderson uses Zoom's health care platform. There are additional layers of security because you are using it within our secure electronic health record. Each video visit uses a unique meeting number. This greatly reduces the ability for someone to access these visits.

In addition, MD Anderson has conducted its own security assessment of Zoom's health care platform. This assessment goes beyond HIPAA requirements and incorporates multiple security frameworks.

What if I get disconnected during the visit?

- If the connection is lost but you can still see your video, the provider may be able to rejoin soon. Keep the video connection active and do not close the video window.
- If you lose your connection, restart the video visit following the steps above. You may be placed in the virtual waiting room until the provider is able to restart the video visit as well.



- If the video visit cannot be restarted, your provider will call you to complete the visit or provide further instruction. Be sure to be near the phone that you listed in the eUpdate.

Where can I find more information?

Review the [PE Online MyChart Video Visit instructions](#).

Here are additional tips:

- Make sure your audio, video, internet and headphones are working before your first video visit.
- Use the MyChart mobile app on a smartphone or tablet for the best video visit experience.
- Use a headset or earphones, if available.
- Keep your mobile device plugged in or fully charged.
- Keep a strong internet signal or WiFi connection. A higher speed internet connection will help to increase the overall quality of the video and audio.

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