

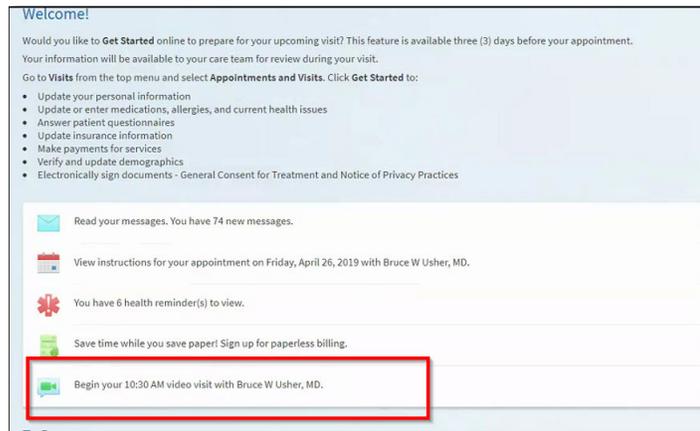
myUNC Chart™

Instructions for a scheduled **Video Visit** via My UNC Chart

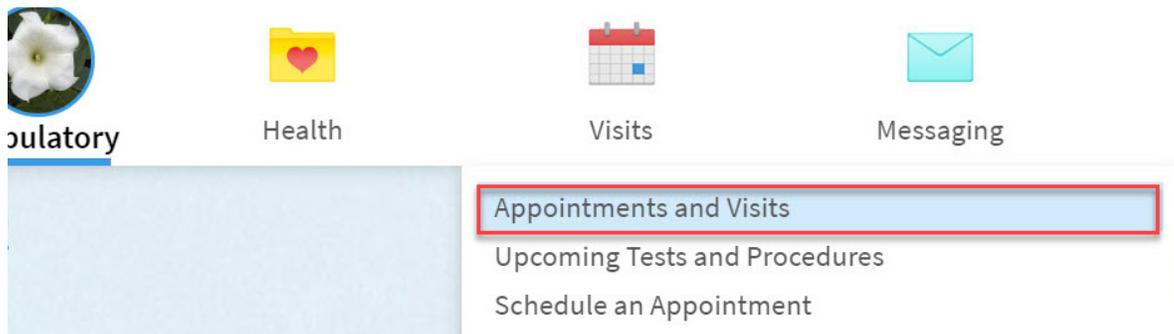
(These instructions are accessible when signed into My UNC Chart)

1

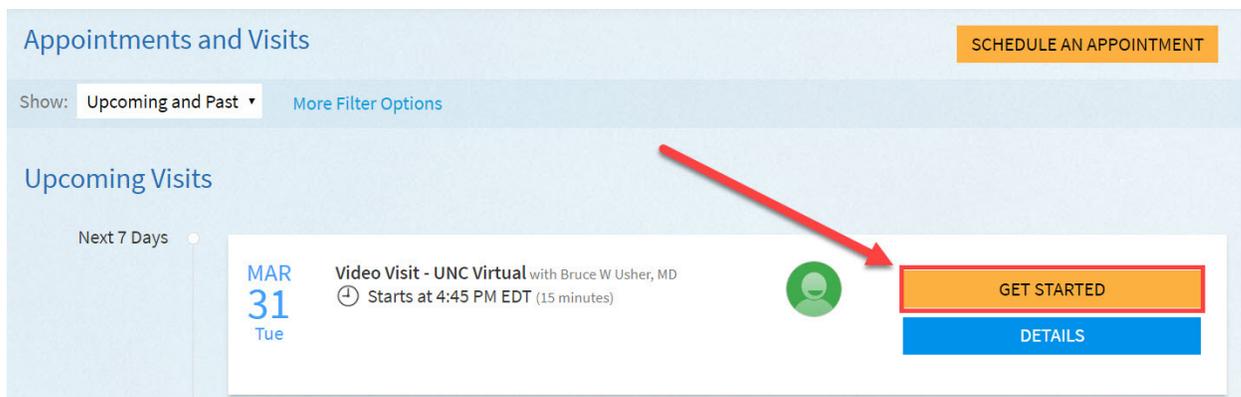
After logging into My UNC Chart you should see your video visit appointment on the Welcome page with the words **Begin your "appointment time" video visit with "provider's name"**. Click on these words.



a. If you cannot find the appointment on the Welcome page navigate and click on **Visits icon** then click **Appointments and Visits** where you will find your video visit appointment.



b. Once the Appointments and Visits screen opens click **Details**.



2

Once you have navigated to your video visit appointment, if you have not already done so, complete **Get Started**.

Appointment Details

Video Visit - UNC Virtual with Bruce W Usher, MD

Tuesday March 31, 2020 4:45 PM EDT (15 minutes)

Add to Calendar

This appointment cannot be canceled online. To cancel, please call 984-215-4207.

Get ready for your visit!

GET STARTED

Save time by completing eCheck-In ahead of time. You must complete Get Started before joining the video visit.

BEGIN VIDEO VISIT

Once Get Started is complete, start your video visit with the button below.

Other actions you can take:

[View instructions for your Video Visit](#)

Visit Instructions

Please sign in to My UNC Chart at least 15 minutes before your appointment to complete any unfinished steps in the Get Started process.

Get Started is required to be completed prior to starting your video visit.

If this is an emergency, call 911 or go to the nearest urgent care or emergency room.

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Within **Get Started** you will verify your background information, complete your medical history, insurance information as well as complete the Video Visit Questionnaire below. In this Questionnaire you will complete the following:

- Verify the state where you are located
- Provide a phone number where you can be reached
- Verify the internet browser you are currently using for My UNC Chart

NOTE: Only Google Chrome, Mozilla Firefox and Apple Safari are supported internet browsers. If you are not using one of these supported browsers then the video visit will not work properly.

eCheck-In

Personal Info Insurance Medications Allergies Health Issues Sign Documents Questionnaires

Video Visit Questionnaire

For an upcoming appointment with Bruce W Usher, MD on 3/31/2020

* Indicates a required field.

* What state are you currently located in?
Select all that apply.

Nebraska
Nevada
New Hampshire
New Jersey
New Mexico
New York
North Carolina
North Dakota
Ohio
Oklahoma
Oregon

* Phone number we can reach you at
please enter a phone number we can call you at in case the connection is lost (Format xxx-xxx-xxxx)

* What Internet Browser are you currently using for MyChart?

Google Chrome Mozilla FireFox Apple Safari Microsoft Edge Internet Explorer Opera Netscape Navigator
Slim Browser Other

CONTINUE FINISH LATER CANCEL

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Once **Get Started** is complete click on the large orange button that will display at the top of the screen that says **Begin Video Visit**.

Appointment Details

Thanks for Using Get Started!
The information you've submitted is now on file.

Video Visit - UNC Virtual with Bruce W Usher, MD

Tuesday March 31, 2020
4:45 PM EDT (15 minutes)
[Add to Calendar](#)

This appointment cannot be canceled online. To cancel, please call 984-215-4207.

It's time to start your video visit!
BEGIN VIDEO VISIT
When you are ready to talk to your doctor, click the button below.

Review your questionnaire answers below.
 [Video Visit Questionnaire \(Print\)](#)

Other actions you can take:
[Please click here to begin your Video Visit](#)
[View instructions for your Video Visit](#)

Visit Instructions
Please sign in to My UNC Chart at least 15 minutes before your appointment to complete any unfinished steps in the Get Started process.
Get Started is required to be completed prior to starting your video visit.
If this is an emergency, call 911 or go to the nearest urgent care or emergency room.

[BACK TO VISITS LIST PAGE](#)

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Once you reach the screen for your video visit you will be prompted to test your equipment and connection through the five boxes in blue. **Test** your camera, microphone, speaker, test call, and summary.

See Provider Now

Your Visit Progress

50% Completed

Create New Visit

Step 1: New Visit [Edit](#) ✓

Step 2: Is your video connection ready?

Camera
Microphone
Speaker
Test Call
Summary

If you need assistance you can [contact support](#) at any time.

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Once you have completed a test on your equipment and connection you will be prompted to enter your callback number and click **"Next Step"**.

The screenshot shows a web interface for Step 2: "Is your video connection ready?". On the left, there are five green buttons: "Camera", "Microphone", "Speaker", "Test Call", and "Summary". The "Summary" button is highlighted with a blue border. In the center, a white box with a blue border contains a "Summary" section with a green checkmark and the text "Ready for a visit". Below this, it says "Please confirm your callback number in the event a video connection cannot be established." and shows a dropdown menu with a US flag. A "Next Step" button is highlighted with a red border. On the right, a circular progress indicator shows "50% Completed". At the bottom, there is a link: "If you need assistance you can [contact support](#) at any time."

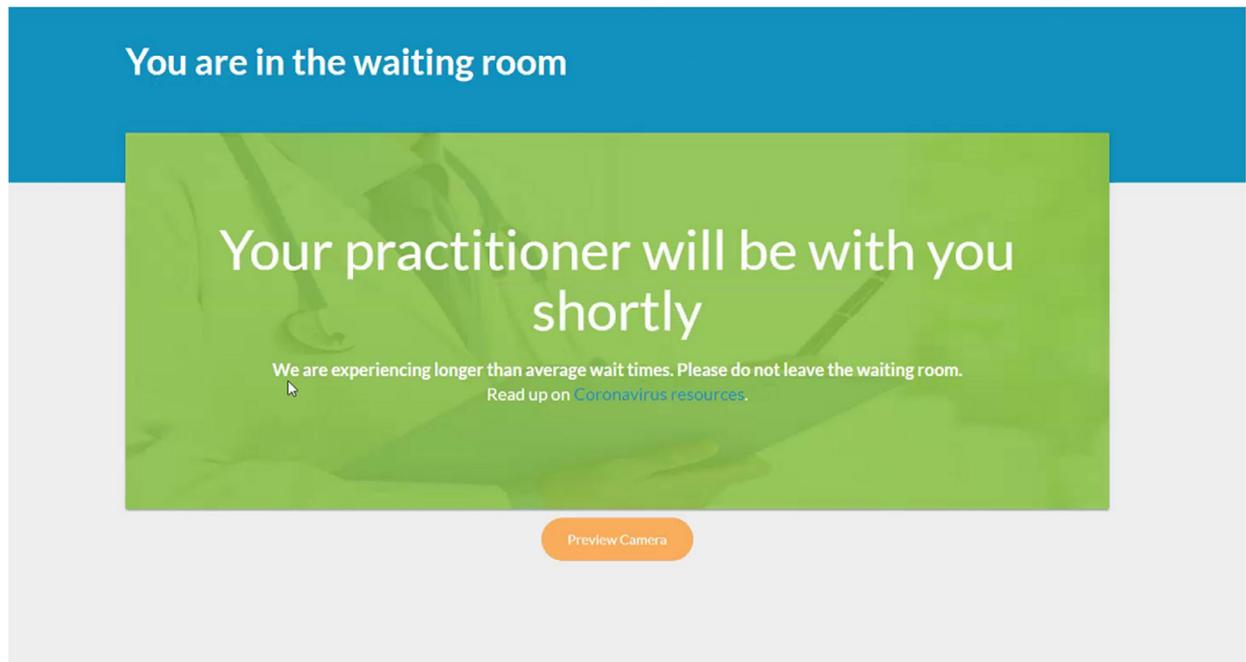
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You will then be prompted to verify the step one and step two. Next check the box next to the words **Check if you consent for treatment**. Then click the green button that says **Start Your Visit**.

The screenshot shows a "See Provider Now" interface. At the top, there is a blue header with the text "See Provider Now". Below it, a white box titled "Create New Visit" contains a list of steps. "Step 1: New Visit" and "Step 2: Is your video connection ready?" are both marked as complete with a checkmark and an "Edit" link. "Step 3: Check Box to Continue" is the current step, featuring a checkbox labeled "Check if you consent for treatment" which is checked and highlighted with a red border. Below the checkbox is a green button labeled "Start Your Visit!" with a red arrow pointing to it.

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You will then be placed in the virtual waiting room. Once you have reached this screen please wait for your provider to arrive for your video visit.



If you have questions, please call UNC HealthLink (888) 996-2767.

STAY WELL

CONNECTED

myUNC[™]
Chart

SIGN UP AT MYUNCCHART.ORG

or download the free MyChart app

If you have questions, please call (888) 996-2767

 **UNC**
HEALTH CARE