MyClevelandClinic®

How to Do an Express Care Virtual Visit on Your Mobile Device

Cleveland Clinic offers on demand virtual visits for many common, nonemergency health concerns through your secure MyChart® account.

Follow the steps below to start your visit.

Download the MyClevelandClinic® app

The MyClevelandClinic app connects you to your MyChart account so you can access all your health information in one place. You can have MyChart video visits on either MyClevelandClinic or the MyChart mobile app. Download either app for free at the Apple® App Store® or Google Play™. Make sure you are using the most up-to-date version of either app.

For more about MyClevelandClinic, visit clevelandclinic.org/app.

Privacy and security

Cleveland Clinic values your privacy and security. MyChart video visits use Zoom™ for Telehealth, a HIPAA-compliant service that is integrated with Cleveland Clinic's electronic health record and MyChart. This means that your video visit will use a secure, encrypted connection that protects your private information.

You must connect to your video visit through the MyChart website. You will not be able to connect directly from the Zoom website. For added security, be sure you are using the most up-to-date version of Zoom Cloud Meetings.
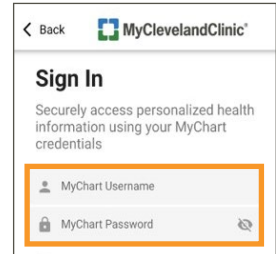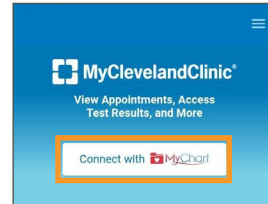
If you need help at any time, call MyChart Support at 866.915.3383.
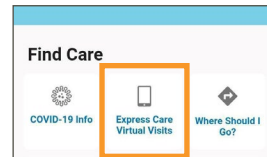
Prepare for your virtual visit

1. Choose the option below that works best for you.

Option: 1 – Using your MyClevelandClinic® app (with MyChart® account)

- Open your MyClevelandClinic app.

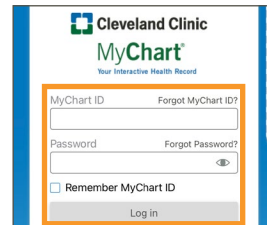- Select **Connect with MyChart** and log into your MyChart account.

- Select **Express Care Virtual Visits**.

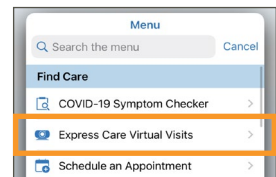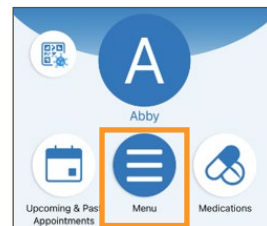- **Go to the next page of this guide** and continue to Step 2 of the process steps.

Option: 2 – Using your MyChart app

- Open your MyChart app and log into your MyChart account.

- Select the **Menu** and **Express Care Virtual Visits**.

- **Go to the next page of this guide** and continue to Step 2 of the process steps.

Option: 3 – Using your MyClevelandClinic app (without MyChart account)

- Open your MyClevelandClinic app.

- Select **Express Care Virtual Visits**.

- Choose from one of the following options:

    - **Schedule for yourself**

    - **Schedule for someone else**

- **Go to the next page of this guide** and continue to Step 2 of the process steps.
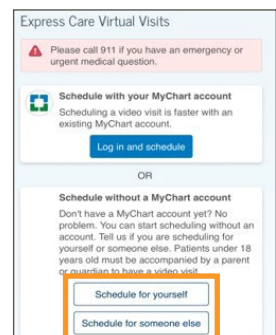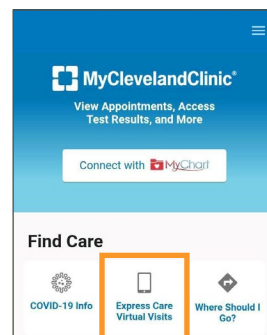
2. You will then be asked a series of questions. To proceed, you will need to verify your current location, your reason for visit, and the method you will use to connect (MyChart on your computer or the mobile app).

3. Select **Put me in line**.
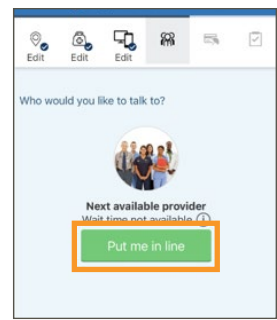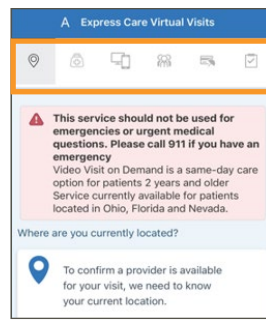
4. Verify your insurance coverage.

    • Answer the question, "What is the most important thing you would like addressed during this visit?"

    • Review and update your contact information. We'll send you a notification through these contact method(s) when a provider is ready to see you.
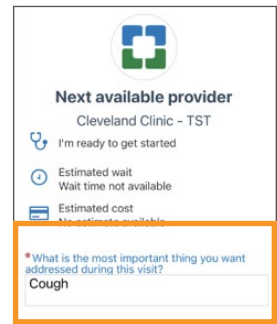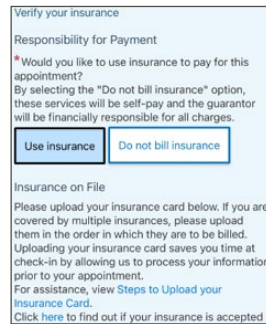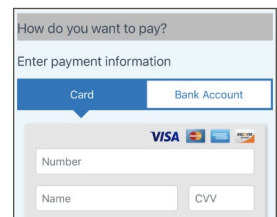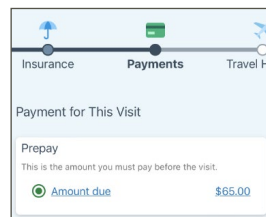
5. Select **Start PreCheck-In**. You must do this before connecting to your visit.

    Complete all the sections of the PreCheck-In process and answer all required questions.
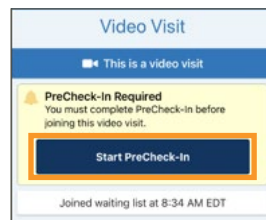
    Note: If your insurance is out of network or you will be paying out-of-pocket, you will be prompted to during the Payment section to pay $65 before continuing.

6. Install Zoom™ if it is not already on your mobile device. Select the appropriate **install Zoom** link.

    Note: You will launch your video visit directly from MyChart.

    • In your phone settings, check the **Zoom settings** and **enable** access to the microphone and camera.

    • In your internet browser settings, make sure you have **allowed pop-ups from Zoom**. See the Troubleshooting section in this guide for instructions.
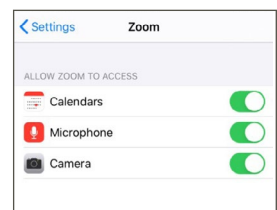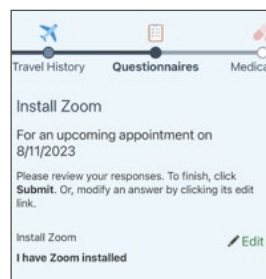
7. If you want to share any images with your provider before your visit, complete the Document/Image/Photo ID questionnaire.

8. Make sure your information is correct. When finished, select **Submit**.
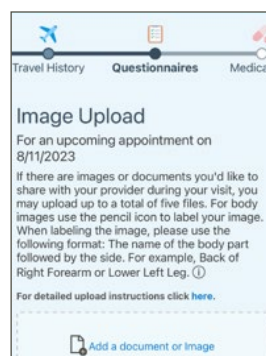
Join your virtual visit

1. Once PreCheck-In is complete, select **Join Now**.

   - It may take up to one minute to load the screen.

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   - You will then see the Zoom™ site launch in your mobile browser.

2. Confirm you would like to open the page in the Zoom app.

   - A screen will display, advising you to wait until your provider connects and starts your appointment.

   - There is no need to use the Sign In button.

3. Your appointment will launch when your provider joins.

   - You will be asked to either Join with Video or Join without Video. Select **Join with Video**.

   - You will be prompted to join audio. Select **Call using Internet Audio**.

   Note: Patients using the MyClevelandClinic® app on Android™ devices will be asked to grant permission for the app to use your microphone. You must **agree** in order to continue the virtual visit.

4. During your video visit, you can invite a guest to join you and your provider.

   - Select the **Participants** icon on the menu bar at the bottom of your screen.

   - The Participants page will display. Select the **Invite** button in the bottom left corner.

   - Select **Send Email** to email an invitation or **Send Message** to text an invitation to your guest. Your guest can join your video visit by selecting the link from the invitation.

   - Your guest must use a device that is connected to the internet, has a forward-facing camera and has the Zoom app. If they do not have the Zoom app, they will be prompted to download it when they select the link.

5. When your visit is complete, your provider will end the visit.

   - You will be prompted to Leave Meeting. Select **OK** to exit.

   - An "Update Available" message from Zoom may display. Select the **Update** button to ensure that you have the latest, most secure version of Zoom for future calls.
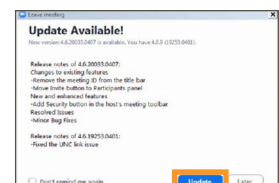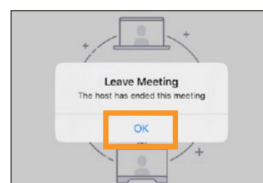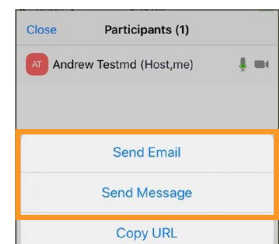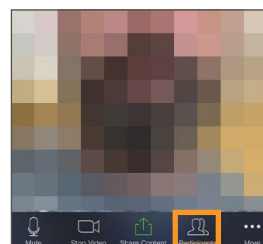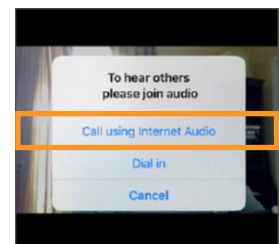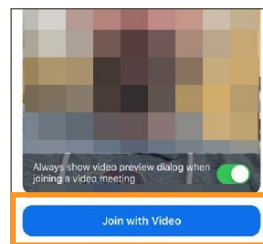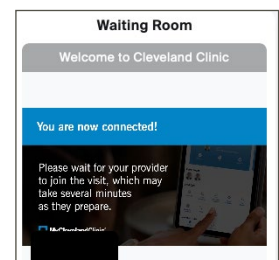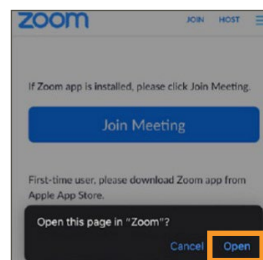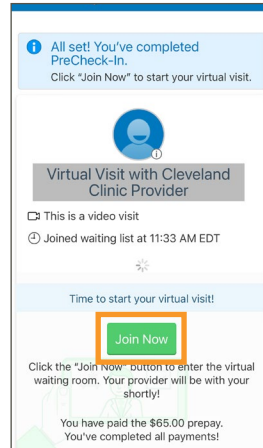
Troubleshooting

Connection Issues

- Make sure your device is running the latest operating system:

  For iPhone® devices, see step-by-step instructions at:
  https://support.apple.com/en-us/HT204204

  For Android™ devices, see step-by-step instructions at:
  https://support.google.com/android/answer/7680439?hl=en

- If the connection is lost, go back to MyChart and restart the video for your appointment.

- If the video quality is poor, try switching from Wi-Fi to data, or vice versa. Note that you may incur charges when using data.

- Check your internet browser settings and make sure pop-ups are allowed:

 **For Safari on iPhone® devices, see step-by-step instructions at:**
  https://support.apple.com/en-us/HT203987

  For Google Chrome on Android devices, see step-by-step instructions at:
 https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DAndroid&hl=en

Video Issues

- Make sure you have launched Zoom™ from your appointment in MyChart.

- Select the screen so that the menu appears at the bottom of the app.

- If the video icon is crossed out, select it to start the video.

- If the video still isn't working, check your phone settings and make sure camera access is enabled for Zoom.
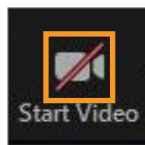
Audio Issues

- Select the screen so that the menu appears at the bottom of the app.

- If the microphone icon is crossed out, select it to unmute.

- If the icon on the left says Join Audio, select it to join the call.

- If the audio still isn't working, check your phone settings and make sure microphone access is enabled for Zoom.
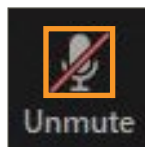
Video visits for children and loved ones

To start an Express Care for your child age 2 and up or an adult you care for, access their MyChart account from yours. Here's how. In MyChart, select their account and follow the steps above.

Contact MyChart Customer Support

- Phone: 866.915.3383

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