Video Visit Guide: Prepare for a Successful Video Visit

MyVHC Video Visits

A Video Visit is a way for providers and patients to connect and have scheduled appointments through the use of a smartphone, tablet, or computer. Video Visit appointments can take place safely and conveniently from your home. For your first Video Visit, please follow these guidelines to ensure you are able to start your Video Visit on time and have a successful Video Visit experience*. **More detailed instructions and Video Visit tutorials are available [here](#)**. For future Video Visits, you can use the short checklist on the next page.

Activate Your MyVHC Patient Portal Account

1. You must have an active MyVHC Patient Portal account for your Video Visit. If you do not have an account, please **Request an Activation Code.**
2. If you are having troubling accessing your MyVHC account because you have forgotten your username or password, please use the Forgot Username and Forgot Password links available on the [MyVHC website](#).

Select the Device for Your Video Visit Session

1. You can use your smartphone, tablet, or computer for your Video Visit.
2. *Recommended/Preferred: MyVHC Mobile App* is optimized for Video Visits on smartphones or tablets. It is available for download on the Apple App Store or Google Play. Search: MyVHC
3. You can use your laptop or desktop computer with a video camera, microphone, and speaker for use for your Video Visit through the [MyVHC website](#). Be sure to use a supported internet browser such as Google Chrome, Firefox, or Safari. *Internet Explorer will not work.*

The Day Before Your Video Visit Appointment: Confirm your Appointment and Complete eCheck-In

1. Log into MyVHC and navigate to your Video Visit appointment
2. If you have not already confirmed your appointment from a text reminder, please click on **Confirm.**
3. **Required**: Click on **eCheck-In** to complete the eCheck-In process. eCheck-In includes confirming your demographic information, updating medications, answering questionnaires if they are due, and signing eConsent forms.
   - Please Note: eCheck-In is available in MyVHC up to 7 days before your appointment. Please take advantage of this additional time since medications and questionnaires may take some time to complete.
   - eCheck-In is available on both MyVHC Mobile App and MyVHC website myvhc.virginiahospitalcenter.com. Some patients find it easier to complete the eCheck-In process using the bigger screen of a tablet or computer.
   - *Completion of eCheck-In is required to enable the "Begin Video Visit" button. Without eCheck-In you will not be able to start your Video Visit. Starting eCheck-In too late may cause such a delay that your appointment may need to be rescheduled.*
4. For those using a computer, you can **Test Hardware** to test your microphone, camera, and check your connection strength. *If needed, you can repeat this test on the day of your appointment up to 15 minutes prior to your start time.*
5. Pop-up blockers on your computer, smartphone, or tablet will need to be disabled prior to your appointment. Instructions are available [here](#) or on page 3.

The Day of Your Video Visit (no later than 15 minutes prior): Launch your Video Visit Session

1. **Log into MyVHC** using your device of choice as detailed above.
   - **Recommended/Preferred: Launch the MyVHC Mobile app on your smartphone or tablet.** Video Visits are optimized on mobile devices using the MyVHC Mobile App. *On a mobile device, please do not use the MyVHC website for the Video Visit session. You must use the MyVHC Mobile App for your video session.*
   - On your laptop or desktop computer using a supported browser such as Google Chrome, Safari, or Firefox (*not Internet Explorer*). Log into the MyVHC website myvhc.virginiahospitalcenter.com.
2. Navigate to your Video Visit appointment.
3. If prompted, **allow the use of your microphone and camera**. Check your **signal strength**.
4. Click on the **Begin Video Visit** button up to 15 minutes prior to your appointment and wait for your provider to join your Video Visit.

Video Visit Short Checklist & Helpful Tips

After completing your first Video Visit using the detailed instructions, you're a seasoned pro! Here's a short checklist you can use for future Video Visits.

Day Before Your Video Visit Appointment

1. Log into MyVHC and navigate to your Video Visit appointment
   - **Confirm** your appointment
   - Complete **eCheck-In**. Don't wait until the last minute!

Day of Your Video Visit Appointment (no later than 15 minutes prior)

1. Log into MyVHC to launch your Video Visit
   - **Recommended/Preferred: Launch MyVHC Mobile App**
   - If you use a computer, go to myvhc.virginiahospitalcenter.com using a supported browser like Google Chrome, Safari, or Firefox (*not Internet Explorer*)
2. Double check that pop-up blockers are disabled (see page 3)
3. Approve the use of your microphone and camera, and check your connection strength
4. Click on the **Begin Video Visit** button.
   - If this button is not available to you up to 15 minutes prior to your appointment time, make sure you completed eCheck-In.

MyVHC Video Visit – Helpful Tips for a Successful Video Visit Experience

- Download the MyVHC Mobile App from the App Store or Google Play on your smartphone or tablet
- Use the MyVHC Mobile App for your Video Visit appointment.
- Make sure your device has a working microphone and camera.
- Ensure your device is fully charged.
- Using a bigger screen on a tablet or computer might help to complete eCheck-In questionnaires, update medications, and sign eConsents.
- Pick a location where you have a strong internet connection.
- Bright lighting is key so your provider can see you clearly.
- Be prepared to have your Video Visit in a private, quiet location.
- Have a list of questions regarding your main concern for your Video Visit appointment.
- Have your medications readily available to help review what you are currently taking and what may need to be refilled.
- Be sure to complete your eCheck-In well in advance of your appointment (available up to 7 days prior)

Disable Pop-Up Blockers

Often pop-up blockers are enabled in browser or mobile device settings. You must disable the pop-up blockers to allow the use of pop-ups for a successful Video Visit.

Chrome Browser:

1. Click the Chrome menu button. This is on the upper-right of the browser and is indicated by 3 dots.
2. Select **Settings**.
3. On the left side of the page click **Privacy and Security**, click **Site Settings** on the right.
4. Click **Popups and redirects**. Click **Add** button to the right of **Allow** (not Block!).
5. Type **<Your Organization Website>** and then click **Add**

Safari Browser on MAC:

1. Click the Safari drop down menu
2. Select **Preferences** from the drop-down. Then click **Websites**
3. Click **Pop-up Windows** located on the left side, Ensure the **Block Pop-up** window option is **NOT** checked. This ALLOWS pop-ups
4. Click the drop-down to allow <your organization's website>
5. Close and reopen Safari for changes to take affect

Firefox Browser:

1. Click the Open menu button (three bars) in the upper-right corner. Then click **Options**
2. Select **Privacy & Security**
3. Scroll down to **Permissions**
4. If **Block Pop-up windows** is not checked, you're done. If it is checked, click **Exceptions…** to the right of it and type **<your organization's website>** and then click **Allow** and **Save Changes**
5. Close and relaunch the Firefox browser for changes to take affect

Microsoft Edge Browser (Use this browser instead of Internet Explorer):

1. Click the Windows Start button at the bottom-left corner and then click on the setting gear icon.
2. In the search box at the top of the Windows Setting window, type "pop" and press Enter
3. Click on **Block or allow pop-ups**
4. If Turn on Pop-up Blocker is not checked, you're done. If it is checked, click **Settings** to the right of it and type **<your organization's website>** and then click **Add** and **Close** and **OK**
5. Close and relaunch Edge for changes to take affect

iPhone or iPad iOS:

1. Open the **Settings** app in iOS and go to Safari browser
2. Under **General** on right side, toggle the switch **Block Pop-ups** to the OFF position

Android phone or tablet:

1. Open the Chrome app. To the right of the address bar, tap the 3 dots and the click **Settings.**
2. Tap **Site settings**. Click **Pop-ups and redirects.** Make sure they are **Allowed.**

Video Visit FAQs

Why won't my Video Visit launch?

Here are the top three reasons why Video Visits will not launch:
1. Pop-up blockers may be enabled preventing the Video Visit to launch. See page 3 for instructions to disable pop-up blockers.
2. The use of your camera and microphone was not "Allowed" when prompted, or permission was accidentally denied. Update the settings to allow camera and microphone access in the MyVHC mobile app by clicking on the camera icon.
3. You did not complete eCheck-In.

It's 15 minutes before my appointment and the Begin Video Visit button is not enabled.

1. Make sure you completed eCheck-In. Completion of eCheck-In is required to enable the Begin Video Visit button.

I'm getting the "Browser Not Supported" error.

Make sure to use a supported browser from this list:

Apple iOS Mobile Devices (iPhone/iPad)	Android Mobile Devices (SmartPhone/Tablet)	Computer (laptop/desktop)	
Safari (iOS 11+)	Google Chrome 28+	Google Chrome 28+	Safari 11+
	Mozilla Firefox 24+	Microsoft Edge 12+	Opera 18+
	Opera Mobile 12+	Mozilla Firefox 22+	Vivaldi 1.9+

Where is the eCheck-In button?

The eCheck-In button is made avaialble/viewable in MyVHC up to 7 days prior to your appointment. Please complete eCheck-In as soon as possible, especially if you need time to gather the right information to update your medications or to complete any questionnaires if needed.

I clicked the Begin Video Visit button but the Video Visit has not started yet.

Your provider might be running a few minutes late in joining your Video Visit. You can also try to refresh your screen and click the Begin Video Visit button again.

For my Video Visit, I was using the MyVHC Mobile App on my cell phone since it was recommended. During the Video Visit, I got a phone call and it disrupted my Video Visit. What should I do?

Return to the Video Visit window and refresh the screen. You should be back in your Video Visit.