

Video Visits at PeaceHealth Clinics

Video visits make it convenient for you to “see” a medical provider at PeaceHealth from wherever you are.



How to request a video visit

Ask your clinic if a virtual visit is available for your appointment. We want to ensure you are getting the best level of care, so the clinic staff need to understand the reason for your visit.

What you need for a video visit

- A device that lets you see and hear others online:
 - Smartphone* (iPhone or Android)
 - Tablet (iOS or Android)
 - Computer (laptop or desktop)
- Internet or Wi-Fi connection
- MyChart and ZOOM Cloud Meetings apps installed.
- A My PeaceHealth account.**

* Check with your cell phone service provider on fees associated with your phone plan.

** Don't have a My PeaceHealth account? Sign up at mypeacehealth.org.

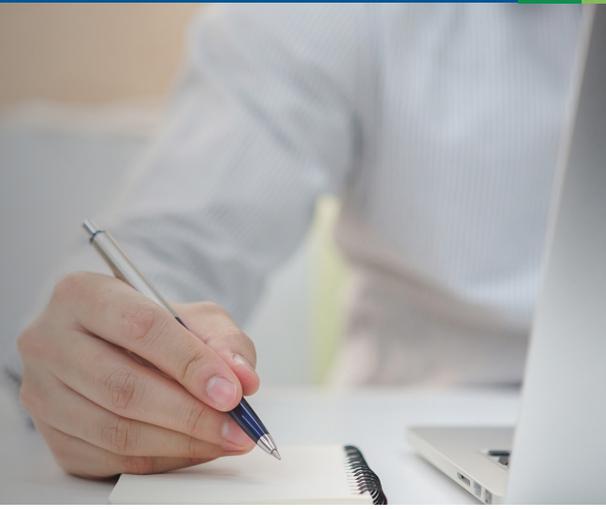
Video visits are good if you:

- Want quick, convenient care without leaving home for:
 - A follow-up check with your provider about a chronic condition.
 - A new medical problem that can be discussed or seen via video.
- Wish to limit your exposure to COVID-19.
- Need to avoid public places because you or loved ones have underlying conditions that put you at greater risk of getting sick.

Video visits aren't good if you:

- Don't have the right equipment or reliable internet service.
- Don't have a private space for your appointment.
- Have trouble hearing.

Checklists to prepare for your video visit



Health checklist

- ❑ Plan ahead of time what you want to talk about during your visit.
- ❑ You can share vital signs such as your temperature or blood pressure if you wish.
- ❑ If you want to show your provider something, prepare for that in advance.
 - You can take a picture and send it to your provider as part of a MyPeaceHealth message.
- ❑ Tell your provider the problem or topic you consider most important for this visit.
- ❑ Have your medications or other items nearby for reference.
- ❑ Keep pen and paper handy to jot notes; however you will receive an after-visit summary just as you do for in-person visits.

Connection checklist

Start 15 minutes before your scheduled visit and follow these steps:

- ❑ Make sure your internet connection is strong (at least three bars).
- ❑ Plug in your device or make sure the battery is charged.
- ❑ Find a private place where you feel comfortable discussing your health concerns. You'll also want good lighting in front of you so your provider can see you.
- ❑ Test your system to make sure your picture and sound are working well by visiting this site: <https://zoom.us/test>.
- ❑ Disable pop-up blockers in your browser.
- ❑ Unmute your microphone.

Need technical support? Call 833-984-2358.

Tips during the visit

- You will need to give the provider verbal consent at the start of the visit.
- You can end the visit at any time.
- If you have any audio problems don't leave the meeting. Signal to your provider that you can't hear them and they can call you on your phone.
- For your convenience, we will bill your insurance, if applicable, similar to an in-person visit.