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

1. Login to My PeaceHealth**
2. Click "Schedule an appointment."
3. Click the “General Video Visit”.
4. Choose your preferred times and click “Request.”

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.

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.
How to log into a desktop video visit

Using a computer? Follow these steps:

1. Install ZOOM Cloud Meetings.

2. Log into My PeaceHealth at mypeacehealth.org

3. Click the e-Check-in button by clicking the green button to Update Information.

4. When ready, click the green “begin video visit” button.

   This will launch ZOOM. You may need to allow ZOOM to launch by clicking Run or Allow. Your video meeting will begin when your provider (host) joins the ZOOM meeting.

PeaceHealth

If you want a family member or caregiver to join the visit remotely, you will be able to invite them once the visit has started.
Disabling Pop-up Blockers

CHROME (WINDOWS)

By default, Chrome will notify you when a pop-up is blocks and give you an option to see it. To turn off pop-up blocker, follow these instructions:

1. Click the **Customize and control Google Chrome** menu (the three dots in the upper right corner)
2. Select **Settings**.
3. Click **Advanced** at the bottom.
4. Under **Privacy and security**, click the **Site Settings** button.
5. Select Pop-ups and redirects.
6. To disable the pop-up blocker uncheck the **Blocked (recommended)** box.
7. To enable pop-ups on specific sites, check **Blocked (recommended)** and click **Add** next to **Allow** and enter the URL(s).

FIREFOX (WINDOWS)

1. Select the three horizontal bars in the upper right corner.
2. Select **Options**.
3. Select the **Privacy and Security** tab.
4. To disable the pop-up blocker, uncheck the **Block pop-up windows** box below **Permissions**.
5. To allow specific pop-ups, click **Exceptions** and enter the URL(s).
6. Close the window.
7. Click **OK**.

INTERNET EXPLORER (WINDOWS IE 8 AND EARLIER)

1. Click **Tools**.
2. Click **Pop-up Blocker**.
3. Click **Turn Off Pop-up Blocker**.

INTERNET EXPLORER (WINDOWS IE 9 AND LATER)

1. Click the **GEAR** icon and select **Internet Options**.
2. Select the **Privacy** tab.
3. Uncheck **Turn on Pop-up Blocker** to disable the pop-up blocker.
4. Click the **Settings** button to disable pop-up blockers for specific sites.
5. Click **OK**.
**CHROME (MAC)**

By default, Chrome will notify you when a pop-up is blocks and give you an option to see it. To turn off the pop-up blocker, follow these instructions:

1. Click the Customize and control Google Chrome menu (the three dots in the upper right corner)
2. Select Settings.
3. Click Advanced at the bottom.
4. Under Privacy and security, click the site Settings button.
5. Select Pop-ups and redirects.
6. To disable the pop-up blocker uncheck the Blocked (recommended) box.
7. To enable pop-ups on specific sites, check Blocked (recommended) and click Add next to Allow and enter the URL(s).

**FIREFOX (MAC)**

1. Select Preferences from the Firefox menu.
2. Select the Privacy and Security tab.
3. To disable the pop-up blocker, uncheck the Block pop-up windows box below Permissions.
4. To allow specific pop-ups, click Exceptions and enter the URL(s).
5. Close the window.
6. Click OK.

**SAFARI (MAC)**

1. From the Safari menu, select Preferences
2. Click Websites at the top of the window
3. Select Pop-up Windows.
4. To disable the pop-up blocker select Allow next to When visiting other websites.
5. To allow specific pop-ups, navigate to the web page, follow steps 1-3 and then select Allow next to the name of the site.
How to log into a mobile video visit

Using mobile? Follow these steps:

1. Download the My Chart app and choose PeaceHealth for your account.

2. Download the ZOOM Cloud Meetings app.

3. Log into the My Chart app.

4. Click the video camera icon where it says to begin your video visit appointment.

5. Click the e-Check-in button to prepare for your visit.

6. When you’re ready, click the green “Begin Video Visit” button to launch ZOOM.

If you want a family member or caregiver to join the visit remotely, you will be able to invite them once the visit has started.
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](https://zoom.us/test).
- Disable pop-up blockers in your browser.
- Unmute your microphone.

**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.