

# How to Do an Express Care Virtual Visit on Your Computer

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.

## 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.**

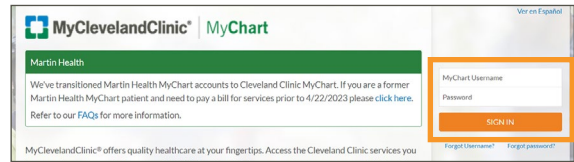
## Prepare for your virtual visit

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

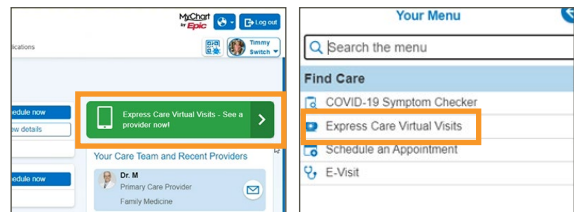
### Option: 1 – Connect to a Virtual Visit via the web using your MyClevelandClinic® (MyChart®) account

- Log in to your MyChart account at:

<https://mychart.clevelandclinic.org/Authentication/Login?>



- Select either:
  - the **Express Care Virtual Visits – See a provider now!** button.
  - OR
  - the **Menu** and select **Express Care Virtual Visits**.



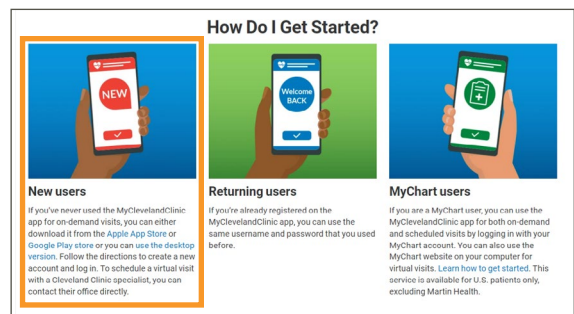
- Go to the next page of this guide and continue to Step 2 of the process steps.

### Option: 2 – Connect to a Virtual Visit without a MyClevelandClinic (MyChart) account

- Navigate to the Cleveland Clinic Online Services/Virtual Visit landing page:

<https://my.clevelandclinic.org/online-services/virtual-visits>

- Scroll down to **How Do I Get Started?**
- Under “**New Users**,” select **use the desktop version**.

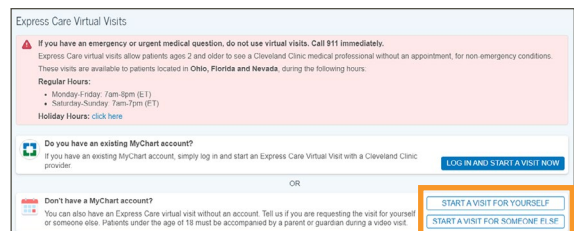


- Patients are then routed to the following screen.

Select one of the following options:

- **Schedule for yourself**
- **Schedule for someone else**

- Patients are able start/get in line for an Express Care Virtual Visit, but will be prompted to finish enrolling in MyChart before getting into the virtual waiting room and connecting with a provider.



- 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.
- your method you will use to connect (MyChart® on your computer or the mobile app).

**Note:** This service is currently available for patients located in Ohio, Florida and Nevada.

Express Care Virtual Visits

**If you have an emergency or urgent medical question, do not use virtual visits. Call 911 immediately.**

- This service is a same-day care option for patients 2 years and older
- Service is currently available for patients located in Ohio, Florida and Nevada.

**Hours of Operation:**

- Monday-Friday 7am-8pm EST and Saturday-Sunday 7am-7pm EST
- Holiday hours may vary; [click here](#)

Location Reason for visit Connect using Providers Insurance

Where are you currently located?

To confirm a provider is available for your visit, we need to know your current location.

Select a Location

Country: United States of America State, province, or territory: Ohio

Confirm

3. Click **Put me in line**.

Express Care Virtual Visits

Location: Ohio Reason for visit: I'm ready to get started Connect using: My computer Providers: Next available provider Review

Who would you like to talk to?

Next available provider  
Visit time not available

Put me in line

- 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.

**Note:** Your estimated cost will appear. If your insurance is out of network or you will be paying out-of-pocket, you will be prompted to pay during PreCheck-In.

Express Care Virtual Visits

Location: Ohio Reason for visit: I'm ready to get started Connect using: My computer Providers: Next available provider Review

You're almost there!

Next available provider  
Cleveland Clinic POC  
I'm ready to get started  
Estimated wait: Visit time not available  
Estimated cost: \$65.00

\*What is the most important thing you want addressed during this visit?

How would you like to be contacted about this visit?  
\*Select at least one method of contact. This includes a notification when your doctor is ready.

Text me Email me

4. Click **Start PreCheck-In**. You must do this before connecting to your visit.

- Make sure your information is correct. Answer all required questions.

Appointment Details

**PreCheck-In Required**  
You must complete PreCheck-In before joining the video visit.

Start PreCheck-In

Virtual Visit with Cleveland Clinic Provider

This is a video visit  
Joined waiting list at 10:01 AM EDT

Get ready for your visit!  
Join Now  
Once PreCheck-In is complete, start your video visit with the button.

Visit Instructions  
Trouble connecting? Please call MyChart Support Line: 866.915.3383

- If your insurance is out of network or you will be paying out-of-pocket, you will be prompted to pay \$65 before continuing.

PreCheck-In

Insurance Payments Travel History Questionnaires

Payment for This Visit

Prepay  
This is the amount you must pay before the visit.

Amount due: \$65.00

5. Install Zoom™ if it is not already on your computer.  
Click the appropriate **install Zoom here** link.

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

6. In your internet browser settings, make sure you have allowed pop-ups from Zoom. See the Troubleshooting section below for instructions.

Sign Up Free

Your work email address

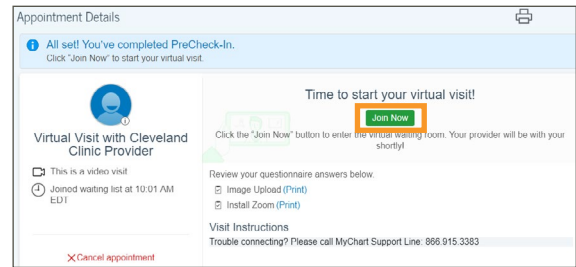
Sign Up

By signing up, I agree to the Privacy Policy and Terms of Service.

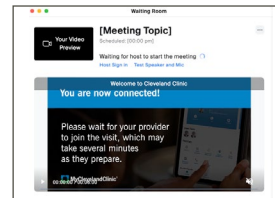
## Join your virtual visit

- Once PreCheck-In is complete, click **Join Now**.

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

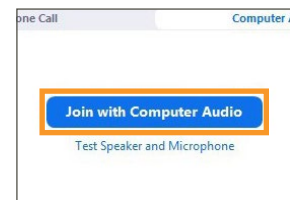
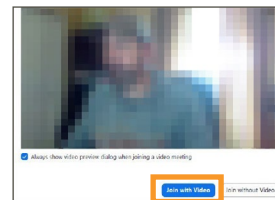


- A screen will display, advising you to wait until your provider connects and starts your appointment.
- You can test your computer audio from the Zoom™ wait screen.
- There is no need to log in to Zoom.



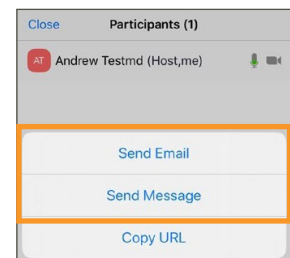
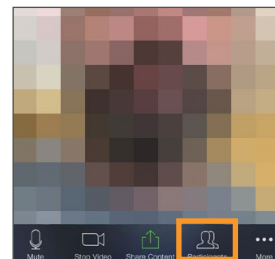
- Your appointment will launch when your provider joins.

- 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 **Computer Audio**.

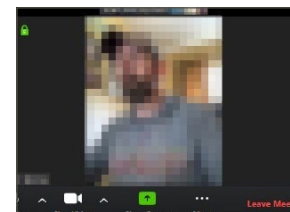
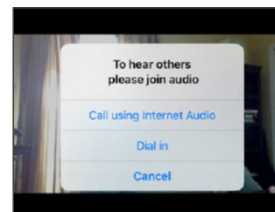


- During your video visit, you can invite a guest to join you and your provider.

- Click the **Participants** icon on the menu bar at the bottom of your screen.
- The Participants page will display. Click the **Invite** button in the bottom left corner.
- Click **Email**, then select your email provider.
- A new message will launch with the link. Add your guest's address and send the email. Your guest can join your video visit by clicking the link in the invitation.

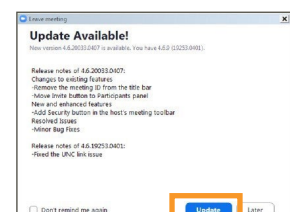
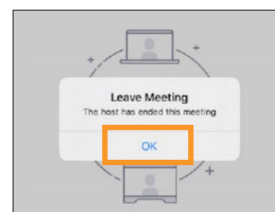


- Your guest must use a device that is connected to the internet, has a forward-facing camera and has the Zoom app. If they do not have the Zoom app, they will be prompted to download it when they click the link.



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

- A Leave Meeting window will display. Click **OK** to exit.
- An Update Available message from Zoom may display. Click the **Update** button to ensure that you have the latest, most secure version of Zoom for future calls.



## Troubleshooting

### Connection Issues

- If the connection is lost, go back to MyChart® and restart the video for your appointment.
- Make sure you have launched Zoom from MyChart.
- Check your internet browser settings and make sure pop-ups are allowed:

#### Apple Safari:

<https://support.apple.com/en-us/HT203987>

#### Google Chrome:

<https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DDesktop&hl=en>

#### Microsoft Edge:

<https://support.microsoft.com/en-us/help/4026392/microsoft-edge-block-pop-ups>

#### Microsoft Internet Explorer:

<https://support.microsoft.com/en-us/help/17479/windows-internet-explorer-11-change-securityprivacy-settings>

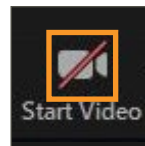
#### Mozilla Firefox:

<https://support.mozilla.org/en-US/kb/pop-blockersettings-exceptions-troubleshooting>

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

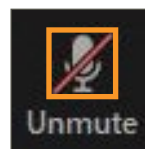
### Video Issues

- At the bottom of the screen, if the video icon is crossed out, click it to start the video.



### Audio Issues

- At the bottom of the screen, if the microphone icon is crossed out, click it to unmute.
- If you cannot hear your provider, check the volume settings on your computer.



### 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