

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.

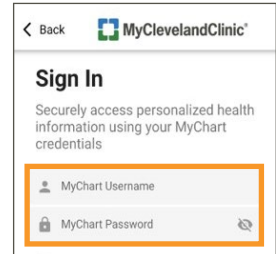
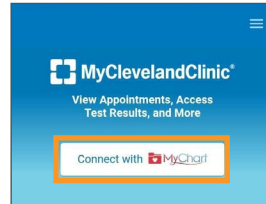
If you need help at any time, call MyChart Support at 866.915.3383.

Prepare for your virtual visit

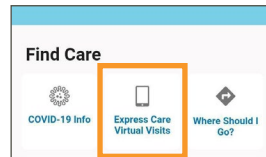
1. Choose the option below that works best for you.

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

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

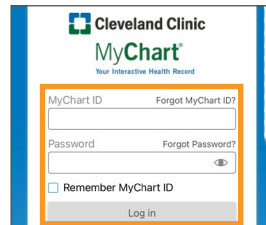


- Select **Express Care Virtual Visits**.
- **Go to the next page of this guide** and continue to Step 2 of the process steps.

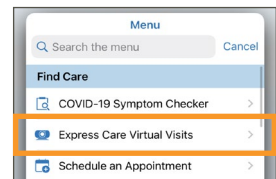
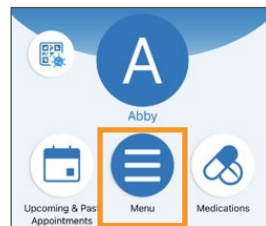


Option: 2 – Using your MyChart app

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

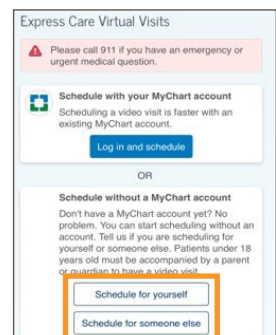
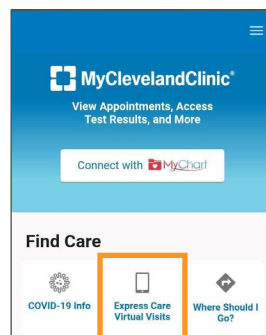


- Select the **Menu** and **Express Care Virtual Visits**.
- **Go to the next page of this guide** and continue to Step 2 of the process steps.



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.



- 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).

- Select **Put me in line**.

Express Care Virtual Visits

This service should not be used for emergencies or urgent medical questions. Please call 911 if you have an emergency.
Video Visit on Demand is a same-day care option for patients 2 years and older. Service currently available for patients located in Ohio, Florida and Nevada.

Where are you currently located?

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

Who would you like to talk to?

Next available provider
Wait time not available (2)

Put me in line

- 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.

Verify your insurance

Responsibility for Payment

*Would you like to use insurance to pay for this appointment?
By selecting the "Do not bill insurance" option, these services will be self-pay and the guarantor will be financially responsible for all charges.

Use insurance **Do not bill insurance**

Insurance on File

Please upload your insurance card below. If you are covered by multiple insurances, please upload them in the order in which they are to be billed. Uploading your insurance card saves you time at check-in by allowing us to process your information prior to your appointment. For assistance, view [Steps to Upload your Insurance Card](#). [Click here to find out if your insurance is accepted](#)

Next available provider
Cleveland Clinic - TST
I'm ready to get started

Estimated wait
Wait time not available

Estimated cost
No estimate available

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

- 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.

Video Visit

This is a video visit

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

Start PreCheck-In

Joined waiting list at 8:34 AM EDT

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.

Payments

Payment for This Visit

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

Amount due **\$65.00**

How do you want to pay?

Enter payment information

Card **Bank Account**

VISA **MasterCard** **Discover** **Amex**

Number

Name

CVV

- 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.

Install Zoom

For an upcoming appointment on 8/11/2023

Please review your responses. To finish, click **Submit**. Or, modify an answer by clicking its edit link.

Install Zoom **Edit**

I have Zoom installed

Settings **Zoom**

ALLOW ZOOM TO ACCESS

Calendars **Microphone** **Camera**

- If you want to share any images with your provider before your visit, complete the Document/Image/Photo ID questionnaire.

- Make sure your information is correct. When finished, select **Submit**.

Image Upload

For an upcoming appointment on 8/11/2023

If there are images or documents you'd like to share with your provider during your visit, you may upload up to a total of five files. For body images use the pencil icon to label your image. When labeling the image, please use the following format: The name of the body part followed by the side. For example, Back of Right Forearm or Lower Left Leg. ①

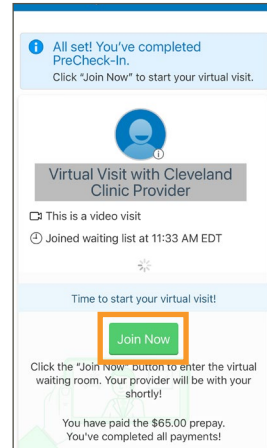
For detailed upload instructions click [here](#).

Add a document or image

Join your virtual visit

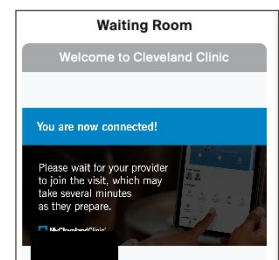
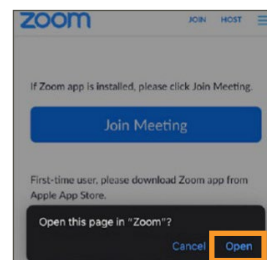
- Once PreCheck-In is complete, select **Join Now**.

- 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.



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

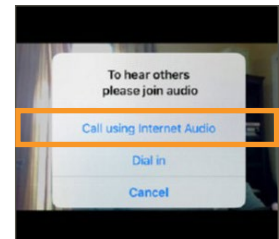
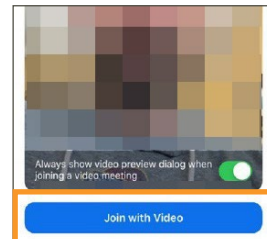
- A screen will display, advising you to wait until your provider connects and starts your appointment.
- There is no need to use the Sign In button.



- Your appointment will launch when your provider joins.

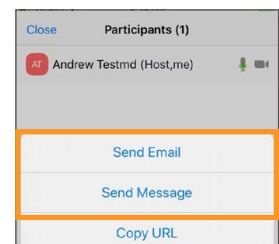
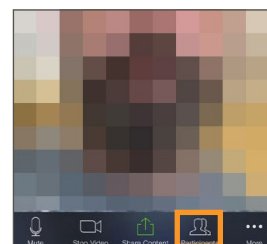
- You will be asked to either Join with Video or Join without Video. Select **Join with Video**.
- You will be prompted to join audio. Select **Call using Internet Audio**.

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.



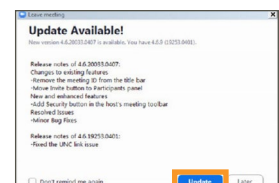
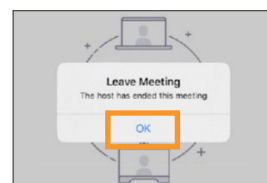
- During your video visit, you can invite a guest to join you and your provider.

- 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.



- 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:

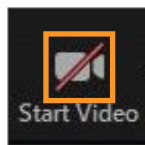
<https://support.apple.com/en-us/HT203987>

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>

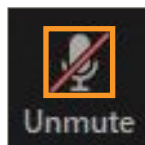
Video Issues

- 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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