

Frequently asked questions about video visits.

How can I learn more about a video visit?

To learn more about video visits or to schedule one, contact your UC Health doctor's office.

If you're unsure of the number, call 513-475-8000 and ask to be connected to your doctor's office.

Who can I contact if I have technical difficulties?

Most technical difficulties can be resolved if you are able to successfully use your device to log into your My UC Health account at least 24 hours before your scheduled video visit to make sure the video visit functionality works from your device.

If you are not able to confirm that your device is able to accept an upcoming video visit by following the steps mentioned in this brochure, please call the My UC Health Help Desk at 513-585-5353.

If you have technical difficulties during your video visit, please contact your doctor's office directly so they can assist you. If the technical difficulties cannot be resolved, your doctor's office may offer to reschedule your visit.

How much do video visits cost?

As with any appointment or visit, a video visit will have a cost associated with it. Video visits are temporarily covered by most health insurance carriers. UC Health will send an invoice to your insurance carrier after each visit. If you have a deductible, copay or a remaining balance, you will receive a bill for the video visit appointment based on your benefits and defined by your insurance carrier. If you do not have insurance coverage, you will receive a bill for your video visit appointment with a 40% discount applied.

Can my doctor prescribe medication to me as part of my video visit?

Yes. If during your video visit your doctor determines he/she should prescribe you medication, he/she can send a digital prescription to your preferred pharmacy.

Are UC Health video visits safe and secure?

Yes. Video Visits are a feature of My UC Health, a safe and secure online application that has the same security and confidentiality standards as traditional, in-person office visits. The technology complies with the Health Insurance Portability and Affordability Act (HIPAA) and meets all federal and state security and confidentiality requirements. Your doctor will conduct your video visit from a quiet, private location and it is recommended you protect your own privacy by doing the same.



VIDEO VISITS

An updated guide for patients.



WHAT ARE VIDEO VISITS?

Video visits allow you to have a real-time, video appointment with your doctor using a mobile device, tablet, or computer, and without having to come into the office. It's an alternative to traditional office visits, giving you a fast and convenient way to connect with your healthcare providers for things like follow-up visits and care for certain nonemergency conditions.

Video visits are a feature of My UC Health, a safe and secure online application that allows you and any other UC Health patient* to access, manage and receive your personal health information from a mobile device, tablet and computer.

*Available for UC Health patients ages 13+.

SCHEDULING A VIDEO VISIT

- Speak with your doctor to determine if video visits are right for you.
- Your doctor's office should help schedule your upcoming video visit.
- Once your video visit is scheduled, log into My UC Health (MyChart) and follow the steps outlined in the "Attending Your Video Visit" section of this brochure.

LOG INTO MY UC HEALTH:

Smartphone or tablet:

Video visits are currently available on smartphones or tablets with an internet connection and a working camera.

- Access My UC Health through your Apple® or Android™ device by downloading the free MyChart app.
- Once you've downloaded the MyChart app, select the "UC Health" icon and enter your My UC Health username and password.
- If you do not wish to use the MyChart app, you can access My UC Health using any of the following compatible third-party web browsers.



Note: Internet Explorer cannot be used and is not compatible.

If you do not have a username or password, call the My UC Health Help Desk at 513-585-5353.

DOWNLOAD THE MYCHART APP



Computer:

Video visits are also currently available on computers with an internet connection and a working camera and microphone.

- Access My UC Health through your computer using a compatible browser (from the list above) and visiting the following webpage: uchealth.com/myuchealth. You will need to have an active My UC Health account to log in.

ATTENDING YOUR VIDEO VISIT

24 HOURS BEFORE YOUR SCHEDULED VIDEO VISIT APPOINTMENT:

Log into your My UC Health account to make sure the video visit functionality works from your device. Here's how:

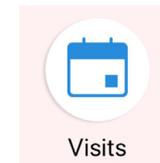
1 Make sure your device has a strong Wi-Fi, cellular or internet connection so that you have at least three connection bars on your screen.



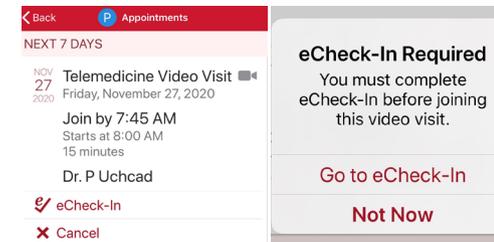
Data rates may apply.

2 Log into My UC Health.

3 Select the "visits" icon.



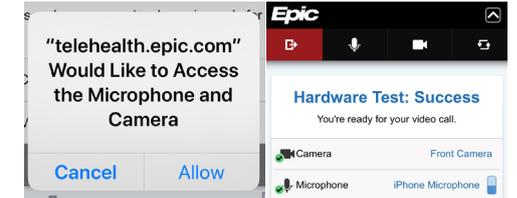
4 Click on your "video visit" appointment and click "go to eCheck-In".



5 Select the "begin visit" button.

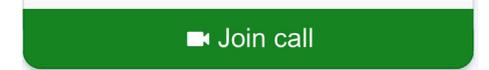


6 Click "allow" to enable access to your device's camera and microphone. Once you see hardware test: success, your device will be video visit compatible at your scheduled appointment time. Log out of your MyChart account when not in use.



If you do not receive this message, please call the My UC Health help desk at 513-585-5353 as soon as possible so they can assist you in resolving this issue before your actual video visit.

7 5 MINUTES BEFORE YOUR SCHEDULED VIDEO VISIT: Log into your My UC Health account from your device and click the "join call" button to begin your video visit.



You should see your face on the bottom of the screen along with a note similar to the image below stating that you are waiting for your doctor.

