



## Telemedicine Video Encounters Using Epic's Video Client

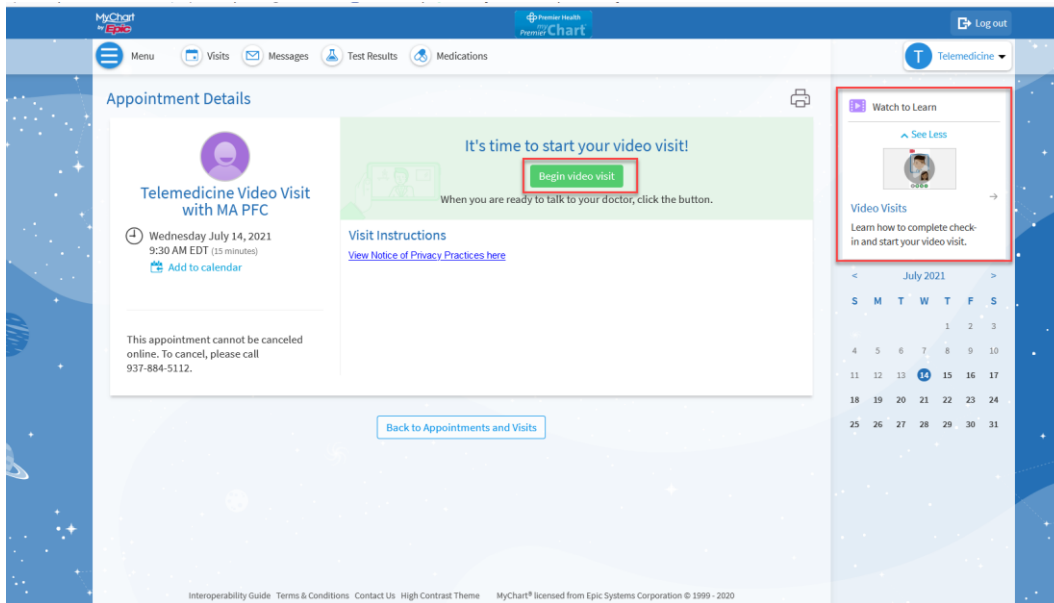
This tip sheet covers Epic's integrated video client for telemedicine video encounters and is intended for our patients. Five River's Health Centers will be using this tool for our Telemedicine Video visits.

## Patient View Using MyChart

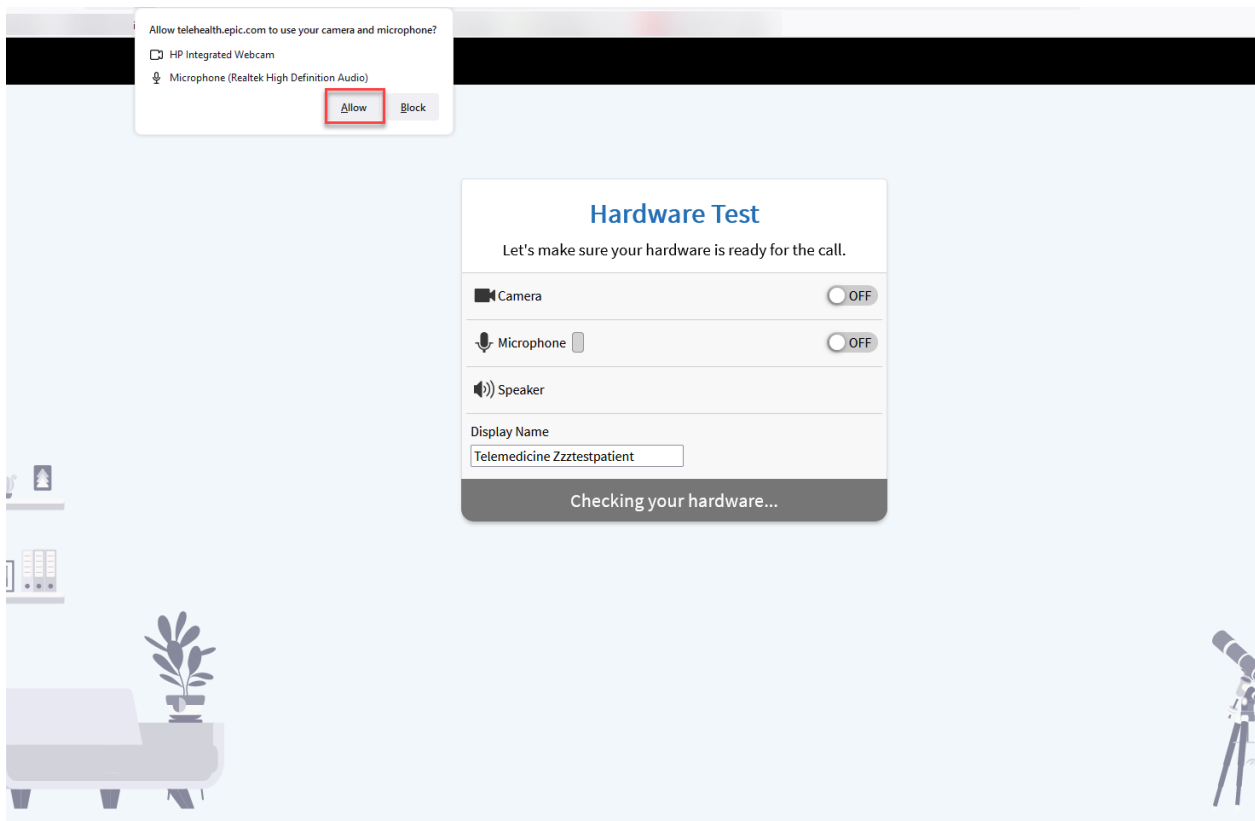
- The patient will log into MyChart and select their appointment from the appointment icon
- Click **Begin visit**

A screenshot of the MyChart patient portal interface. The top navigation bar includes "Menu", "Visits", "Messages", "Test Results", "Medications", and a "Telemedicine" dropdown. The main content area is titled "Welcome!" and features several cards. The first card, highlighted with a red border, says "Begin your video visit at 9:30 AM EDT with MA PFC." and has a green "Begin Visit" button. Other cards include "Share Everywhere", "Stay up to date on your COVID-19 status", "Tetanus Vaccine is overdue", and a section for linking healthcare organizations. On the right, a "Care Team and Recent Providers" section lists four providers: Duane P. Dickens, MD (Family Practice), Gary L. Conley, MD (Internal Medicine), Laura Jill Tully, MD (Otolaryngology), and Malcolm Lorie Steiner, MD (Endocrinology). Each provider card has a green "Learn More" button and a "Dismiss" button. The interface is decorated with a space-themed background featuring planets and stars.

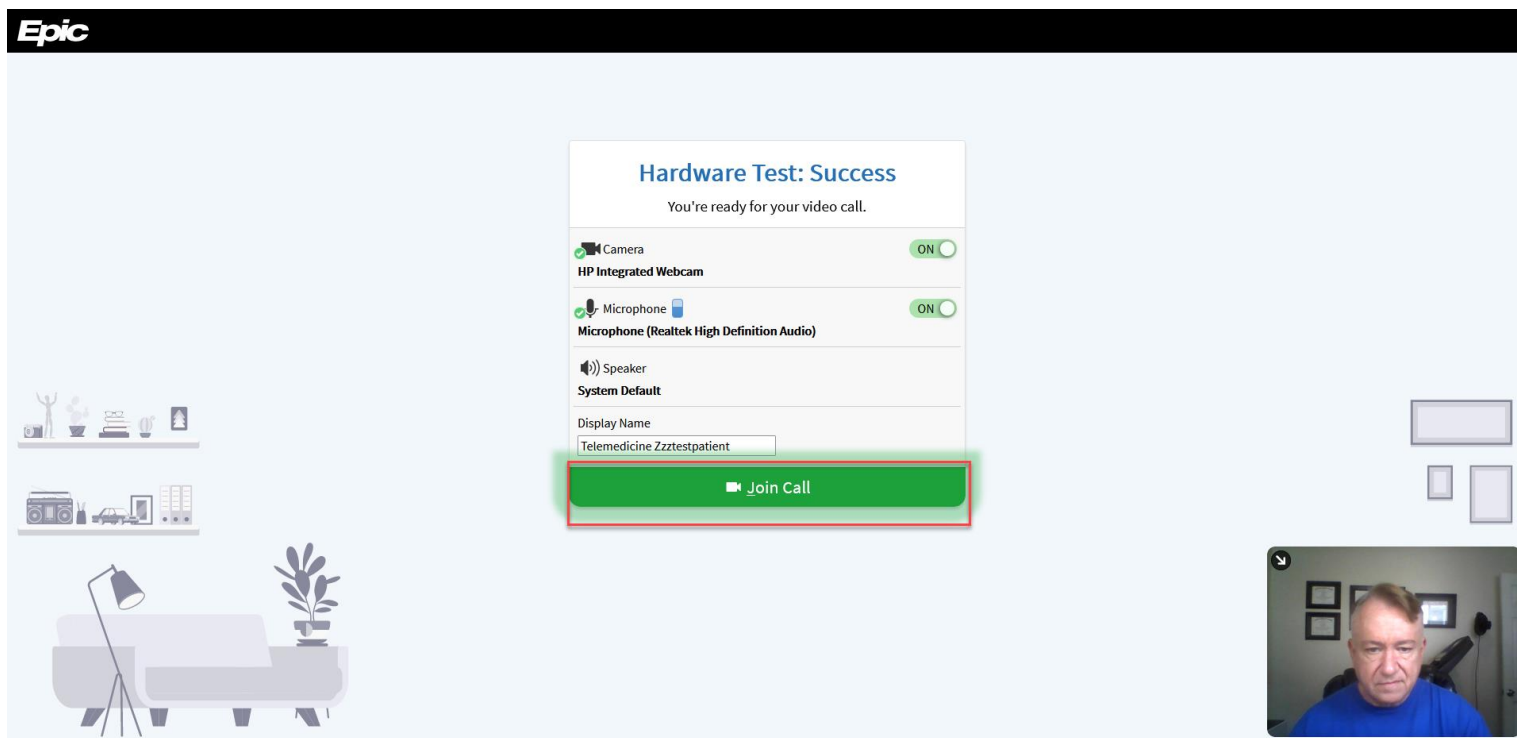
- From the Appointment Details screen the patient will select **Begin video visit**



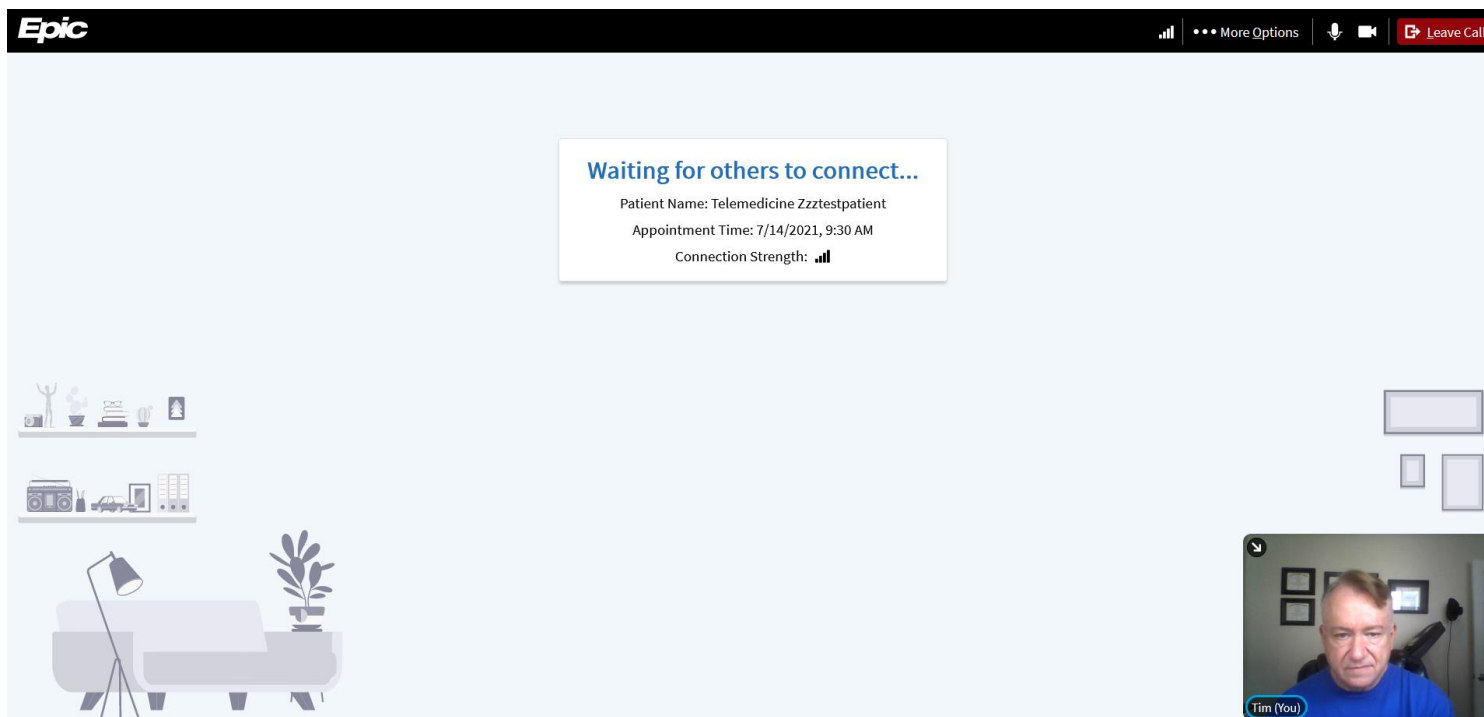
- The system will test their Camera, Microphone, and Speaker. If prompted, they should **Allow** use of their webcam and microphone. The patient can also change their display name from this screen.



- Once the hardware test is complete, the patient can select **Join Call**



- The patient will be placed in the virtual waiting room until the provider or clinical staff join

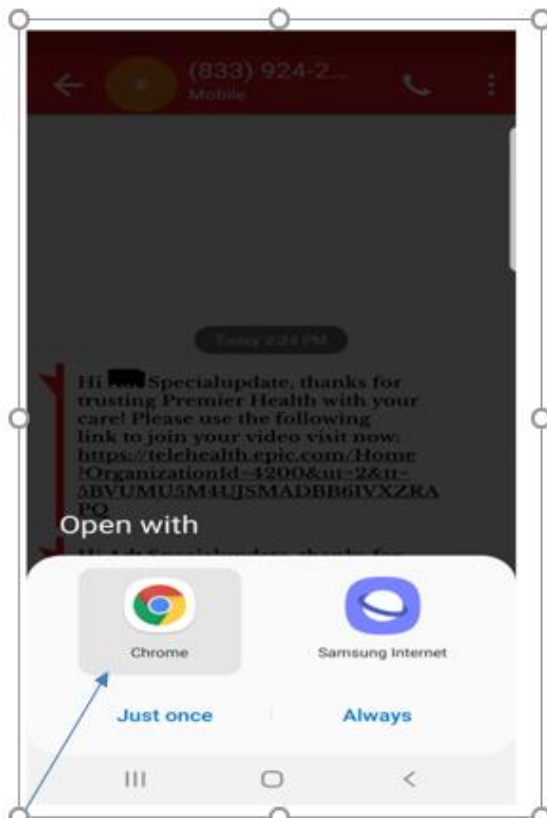


## Patient View Not Using 'MyChart'

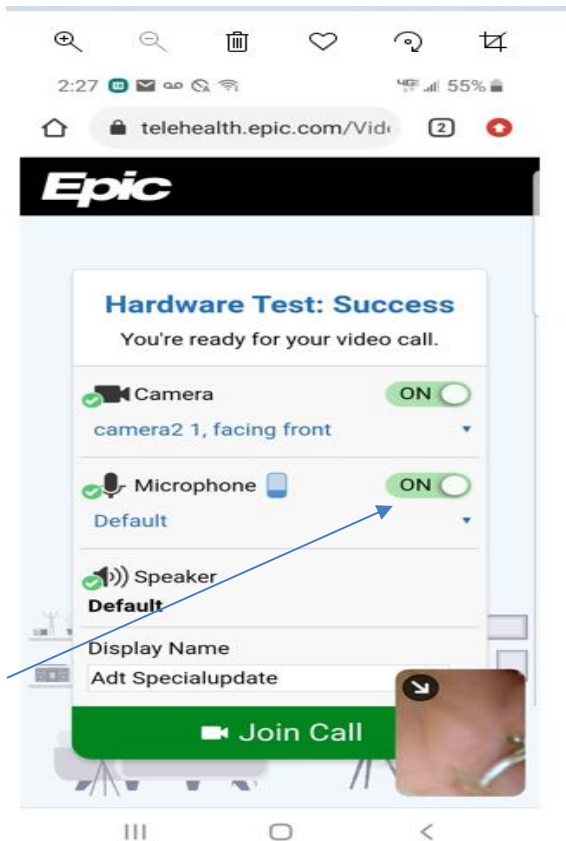
- The patient will receive an email or text (below example is a text) from the provider or MA/RN to start the video visit;



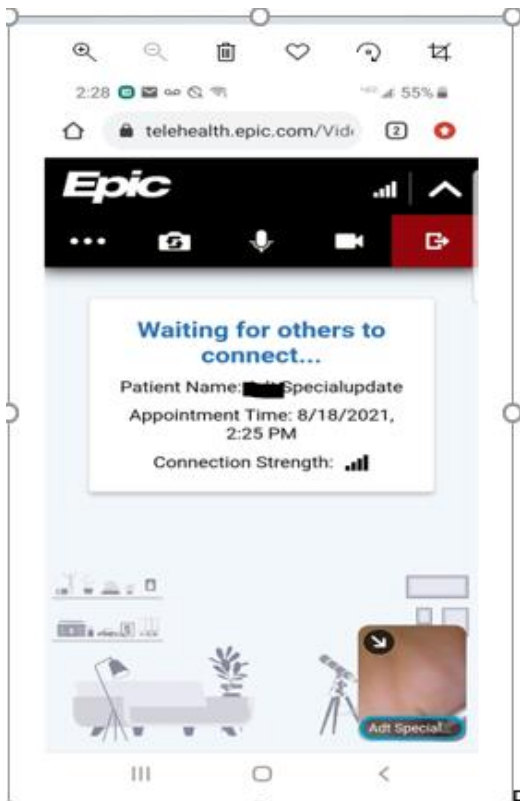
- Click on the underlined text. You will be asked (based on your type of phone) which browser you should use. Always use "Chrome"



- The system will check your system with a **Hardware Test**: Success

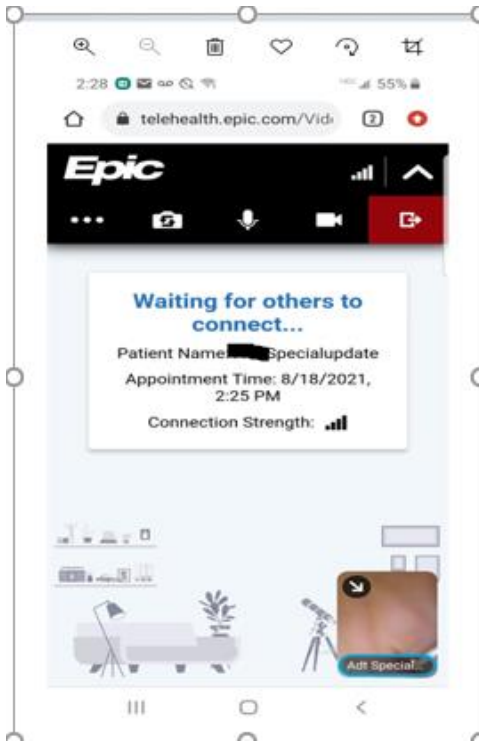


The little box on the bottom right will be the patient waiting:

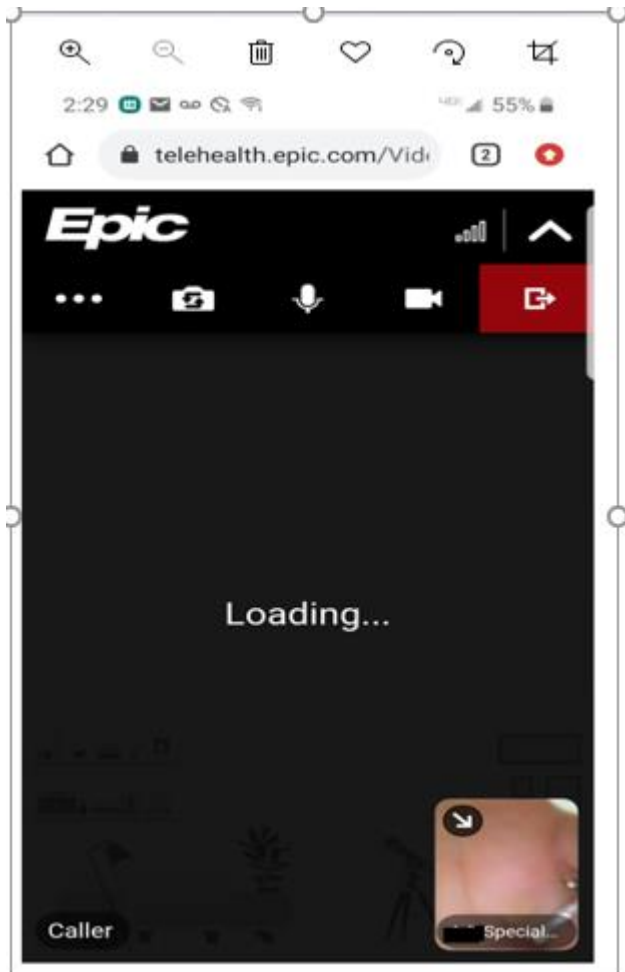


Patient is waiting for the provider, RN or MA (Medical Assistant).

- The patient will receive the following message and is now waiting for the provider, RN or MA.



The application will load:



- Once the visit has started, you will see the patient or provider (whomever first starts the connection) provider in center and the patient in the bottom right.

