



# Video Visit How-to — Desktop



Thank you for choosing to visit your doctor through a MyMercy Video Visit. We have some helpful tips for your upcoming appointment.

# Complete eCheck-in

eCheck-in can be completed up to seven days before your scheduled video visit.

The screenshot displays the MyMercy.net interface for an appointment. The main heading is "Appointment Details". On the left, it shows a "Video Visit with Dr. A Keller" scheduled for Wednesday, February 16, 2022, at 3:30 PM CST. Below this, there are buttons for "Modify" and "Cancel appointment". The central area features a green banner with the text "It's time to start your video visit!". Three buttons are visible: "Confirm", "eCheck-In" (circled in red), and "Begin video visit". The "eCheck-In" button is accompanied by the text "Save time by completing eCheck-In ahead of time." Below the banner, there are sections for "Want an earlier time?", "Fill out the following questionnaires before your video visit:" (with checkboxes for "Communicable Disease Screening", "Medicare Secondary Payer Questionnaire", "Please Update Your Pulmonary Medical History", and "What is the reason for your visit?"), "Visit Instructions", and "Tips for a successful video visit:" (listing steps like logging in early, checking camera/microphone, and using supported browsers). The right sidebar includes a "Watch to Learn" section, a "Video Visits" section with a "See Less" link, and a calendar for February 2022.

# Find Good Natural Lighting

- This is best done by facing an open window in your home or even going outside.
- Good lighting is important for your health care provider to properly see you and assess your condition.



# Connecting and troubleshooting

- Connect to your appointment early and check to make sure you have a strong connection. We recommend connecting ten minutes before your scheduled visit.
- If you have any trouble connecting or any other issue, please check out the Video Visits Troubleshooting page through MyMercy, under Visit instructions.

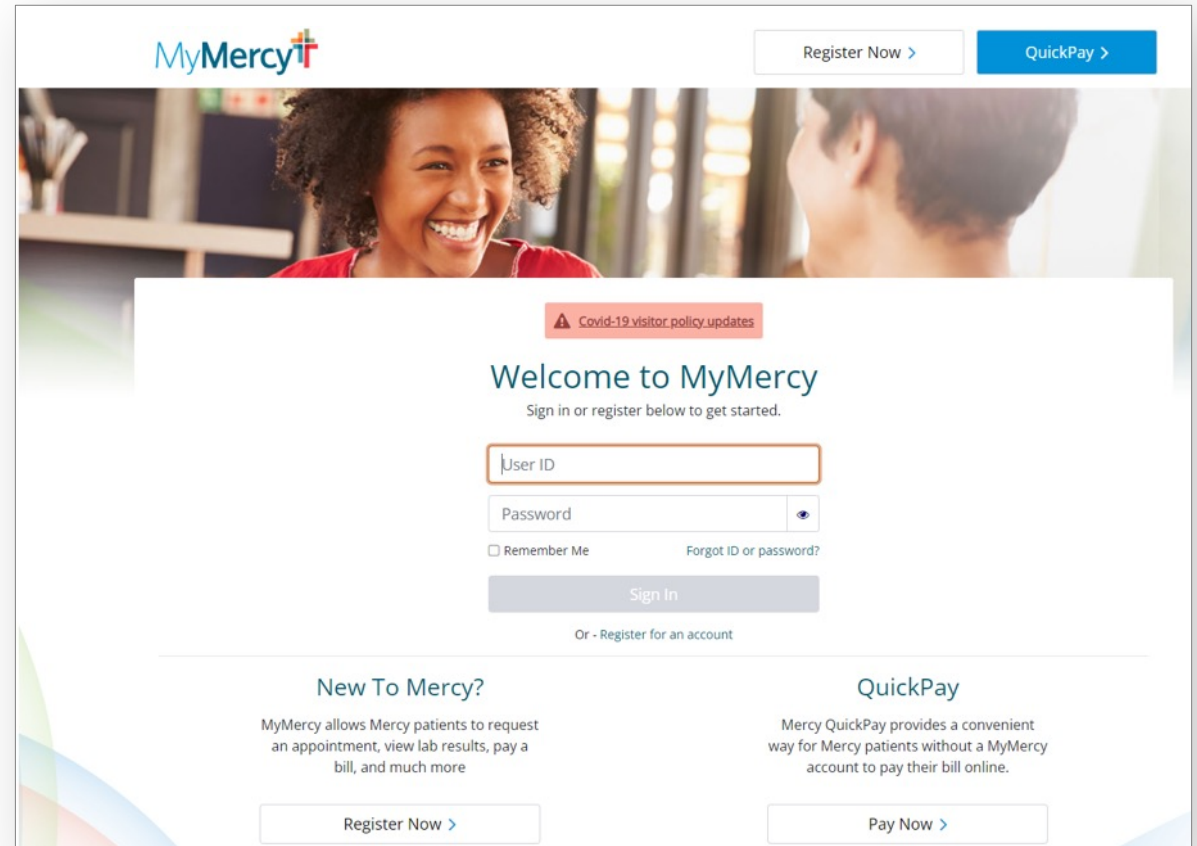
# MyMercy Video Visit

Now let's walk through a video visit and what to expect.



# Login

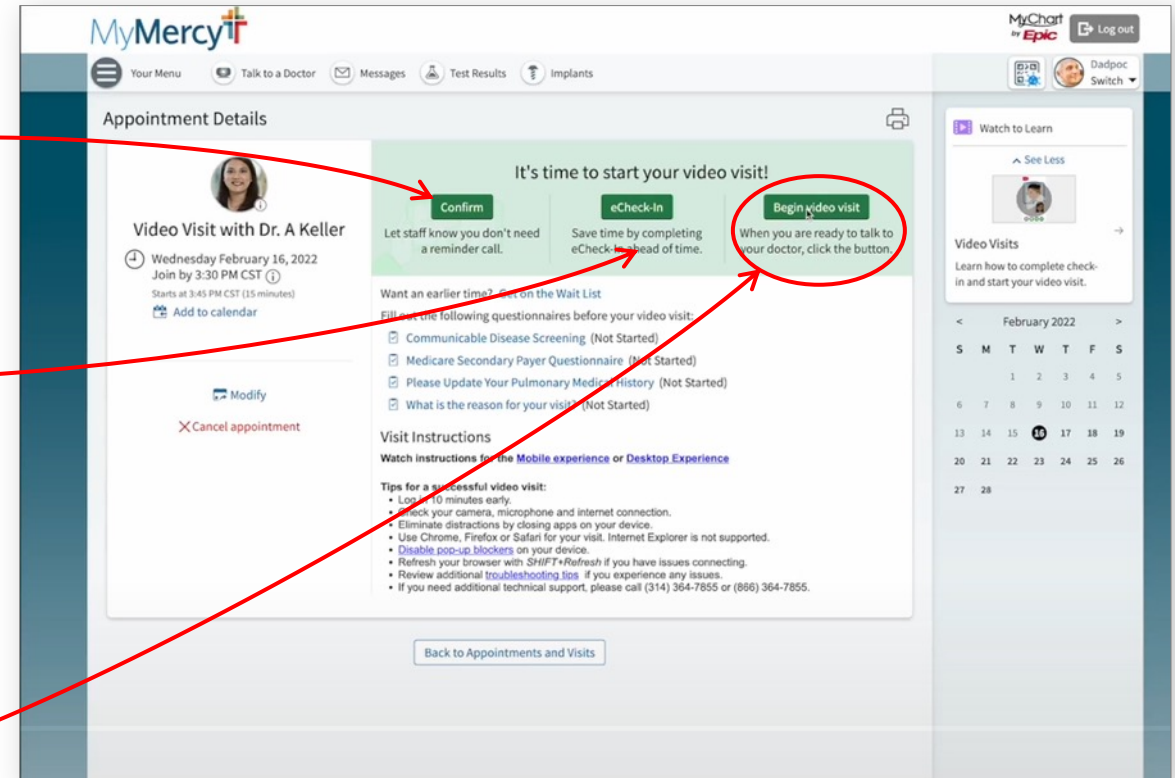
- Begin by logging in to MyMercy.
- You may see an alert on your homepage that will take you straight to your video visit.
- Or, you can go to **Visits** and **Select your appointment.**



The screenshot shows the MyMercy login interface. At the top left is the MyMercy logo. To the right are two buttons: "Register Now >" and "QuickPay >". Below the logo is a banner image of a smiling woman. A white overlay box contains a red alert banner that says "Covid-19 visitor policy updates". Below the alert is the heading "Welcome to MyMercy" and the subtext "Sign in or register below to get started.". There are two input fields: "User ID" and "Password". Below the password field is a "Remember Me" checkbox and a link "Forgot ID or password?". A "Sign In" button is centered below the fields. Below the sign in button is the text "Or - Register for an account". At the bottom of the overlay, there are two columns. The left column is titled "New To Mercy?" and contains the text "MyMercy allows Mercy patients to request an appointment, view lab results, pay a bill, and much more" and a "Register Now >" button. The right column is titled "QuickPay" and contains the text "Mercy QuickPay provides a convenient way for Mercy patients without a MyMercy account to pay their bill online." and a "Pay Now >" button.

# Your Appointment

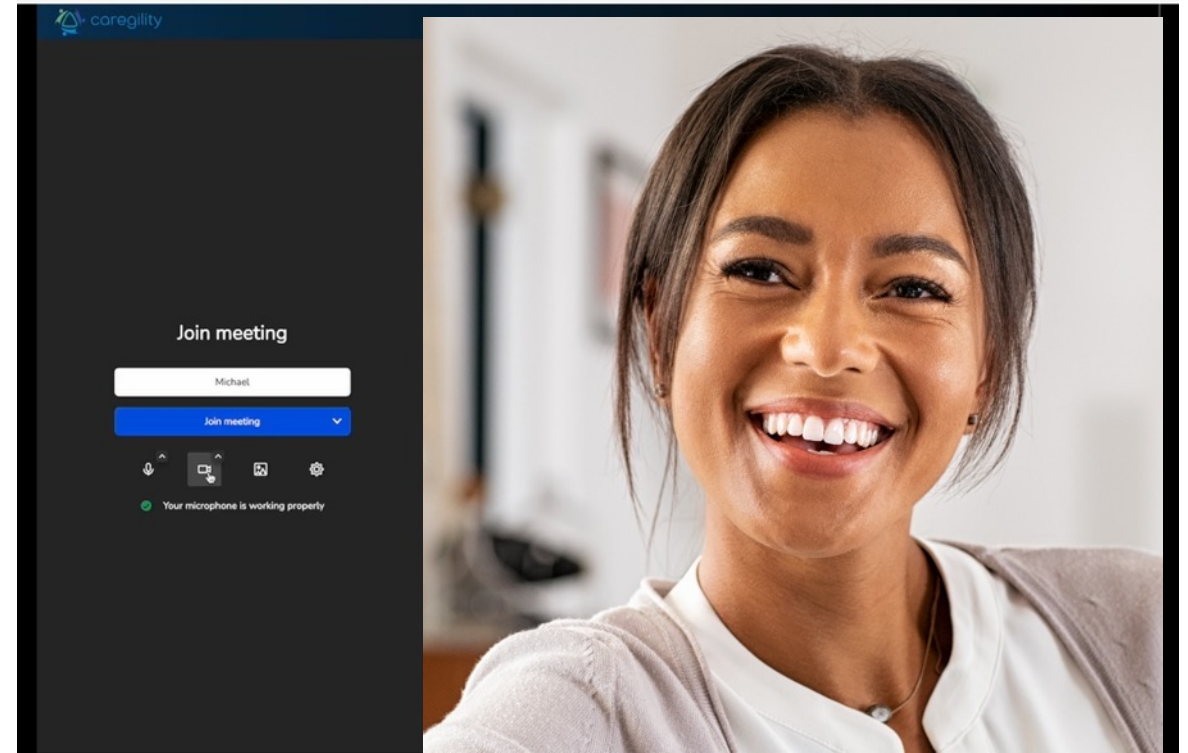
- This is the appointment details page for your video visit.
- You'll see at the top that you can confirm your visit with your clinic.
- You can also go through the e-check in process to verify your medications, allergies and other important information.
- When you're ready to begin your video visit or check your connection, you can go ahead and click **BEGIN VIDEO VISIT.**





# Your Appointment

- You may see a pop-up blocker instructing you to turn it off. If you click **OK**, most browsers will give you an icon where you can click and allow the popup to appear.
- You will now be able to see yourself. At this point you can make any adjustments to your microphone, camera or background. If there are issues with your connection, a notice should appear at the top of the page.
- When you're ready to join, click **Join meeting**.



# Virtual Waiting Room

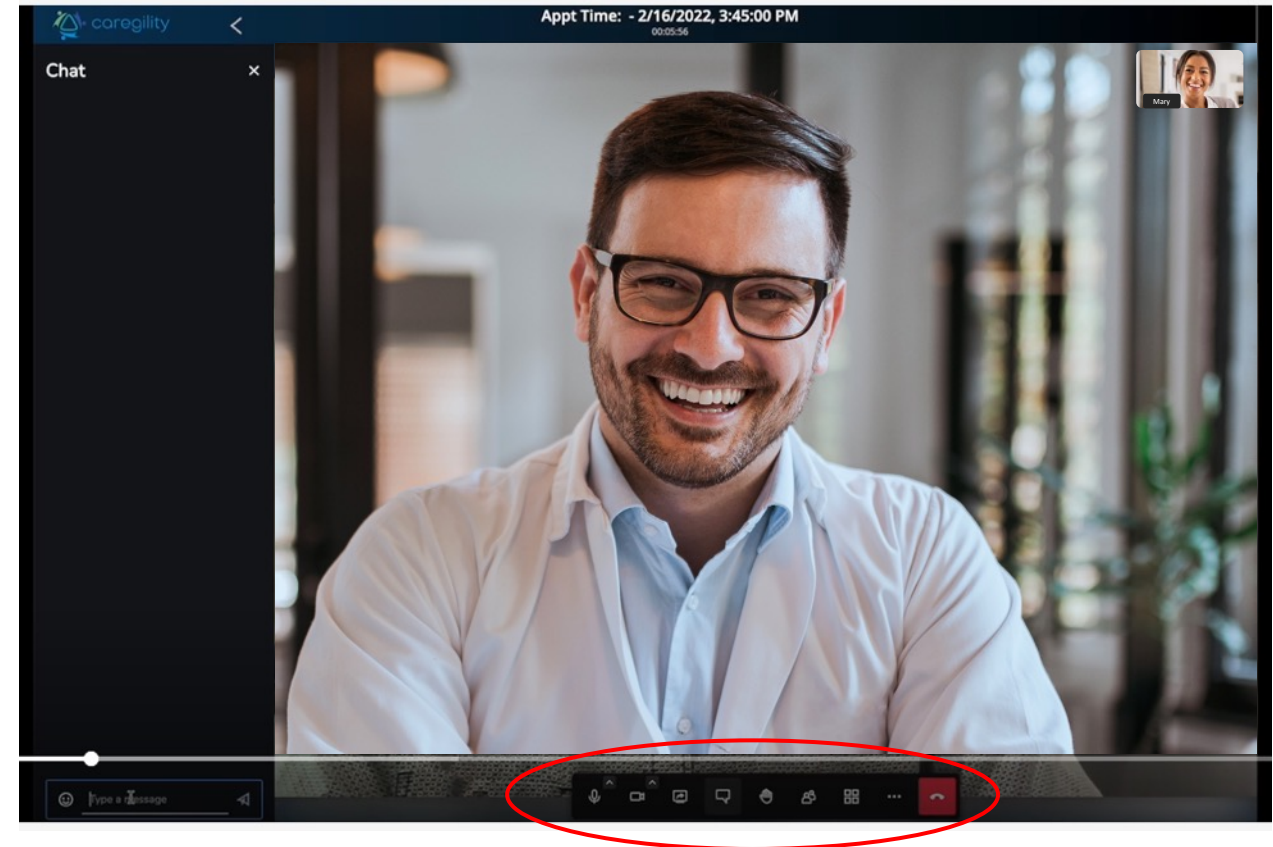
- You are now in a virtual waiting room. Please wait here for your appointment to start.
- Once your visit begins, the clinic staff may enter and exit this virtual exam room with you...
- But the visit will not completely close until both you and the provider choose to close the window.



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# Your Virtual Visit

- You'll notice the bottom of the screen you have several tools:
- You can turn on the self-view and see yourself from your own camera...
- You also have controls to mute your microphone as well as your camera.
- You also have access to a chat window, and a meeting Participants window.
- If you have an external microphone, external camera or speakers, you can go up to the settings to change the devices for your audio and video.
- You can also choose which speakers you use.



# Your Virtual Visit

If you get disconnected, feel free to go back to the MyMercy page and simply reconnect.

Again, the visit will not completely close until both you and the provider choose to close the window.

We hope you enjoy this opportunity to meet with your doctor over video.

If you have additional issues, feel free to call 888-98-MERCY

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