

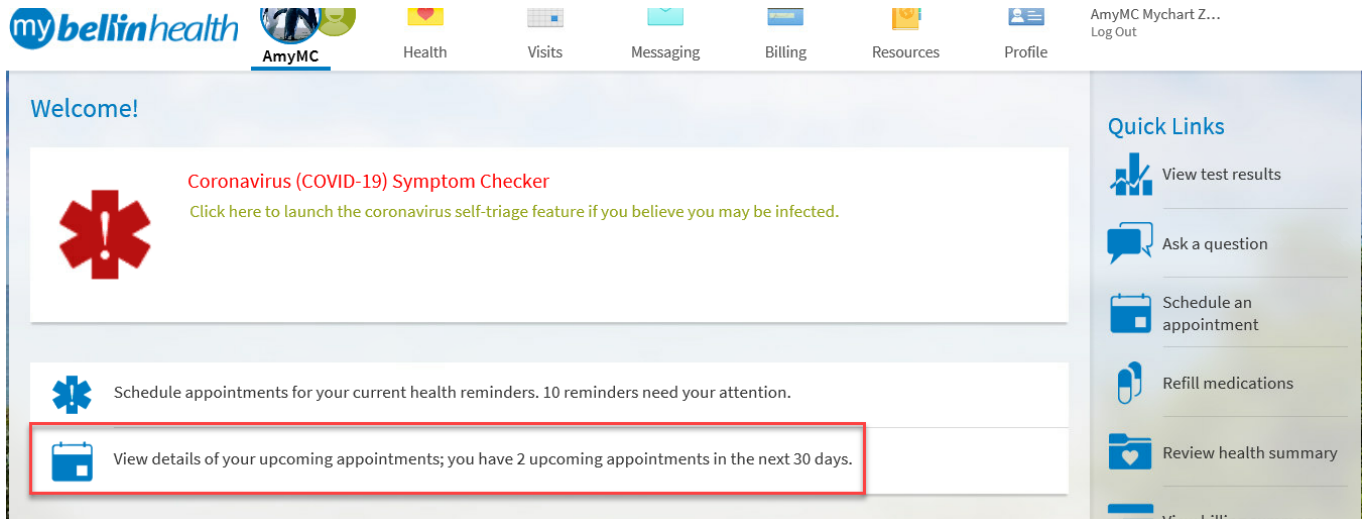
Patient Video Visits in MyBellinHealth

Audience: Patients

Your provider scheduled a video visit for you. Here are the steps on how to start your video visit in MyBellinHealth.

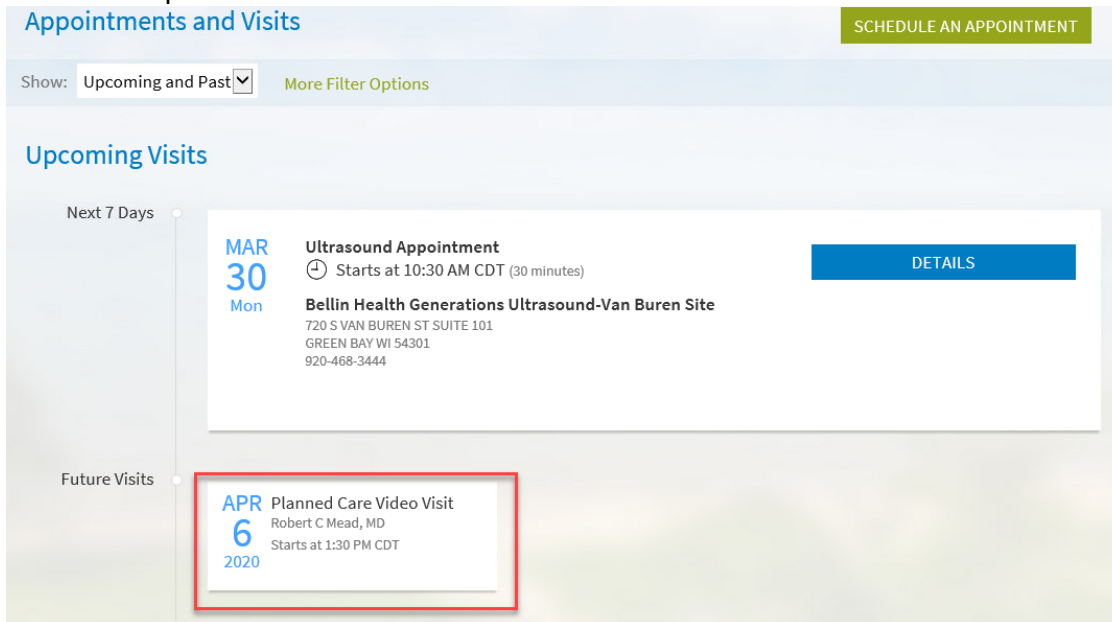
Try It Out

1. Login to MyBellinHealth
2. Click on the view details of your upcoming appointments line



The screenshot shows the MyBellinHealth dashboard. At the top, there is a navigation bar with icons for AmyMC, Health, Visits, Messaging, Billing, Resources, and Profile. A 'Welcome!' message is displayed. A prominent red box highlights a link that says 'View details of your upcoming appointments; you have 2 upcoming appointments in the next 30 days.' To the right, there is a 'Quick Links' sidebar with options like 'View test results', 'Ask a question', 'Schedule an appointment', 'Refill medications', 'Review health summary', and 'View billing summary'.

3. Click on the planned care video visit box



The screenshot shows the 'Appointments and Visits' section. At the top right is a 'SCHEDULE AN APPOINTMENT' button. Below it, there is a 'Show: Upcoming and Past' dropdown menu and a 'More Filter Options' link. The main content is divided into 'Upcoming Visits' and 'Future Visits'. Under 'Upcoming Visits', there is a card for an 'Ultrasound Appointment' on March 30th. Under 'Future Visits', there is a card for a 'Planned Care Video Visit' on April 6th, 2020, which is highlighted with a red box. The video visit card lists the provider as Robert C Mead, MD and the start time as 1:30 PM CDT.

4. Click on the **Test Hardware** button to test your camera and microphone

Appointment Details

Planned Care Video Visit with Robert C Mead, MD

Monday, [redacted] CDT (30 minutes)

[Add to Calendar](#)

[Cancel Appointment](#)

Get ready for your visit!

ECHECK-IN
Save time by completing eCheck-In ahead of time.

TEST HARDWARE
Test that your webcam and microphone are functioning correctly.

Visit Instructions

To conduct your video visit from home you will need a computer with internet access, web cam and a microphone or a smartphone (iphone or Android) with the MyChart app installed. Please note: Video visits are not currently compatible with Safari on Mac OS X High Sierra (version 10.13) or later. Please use a different browser or the MyChart smart phone app to conduct your video visit.

The first time you conduct a video visit, you may be prompted to download the Vidyo plug-in. Complete instructions for video visits are available from bellin.org/virtualvisits

Joining from the website or app:

1. Ensure your web cam or camera is working by testing your hardware. There will be an opportunity to test this up until 15 minutes prior to your appointment by selecting test hardware from the Appointment Details screen. Please ensure you are in a well-lit and private area.
2. 15 minutes prior to your appointment, a begin video visit button will replace the test hardware button on the Appointment Details page. When you are ready to talk to your provider, click the button and unmute your computer.
3. When you are successfully connected, you will see the message of: Connected, please wait for your provider.

For questions or help with video visits, please call the MyBellinHealth help desk at 888-899-9114.

[Collapse](#)

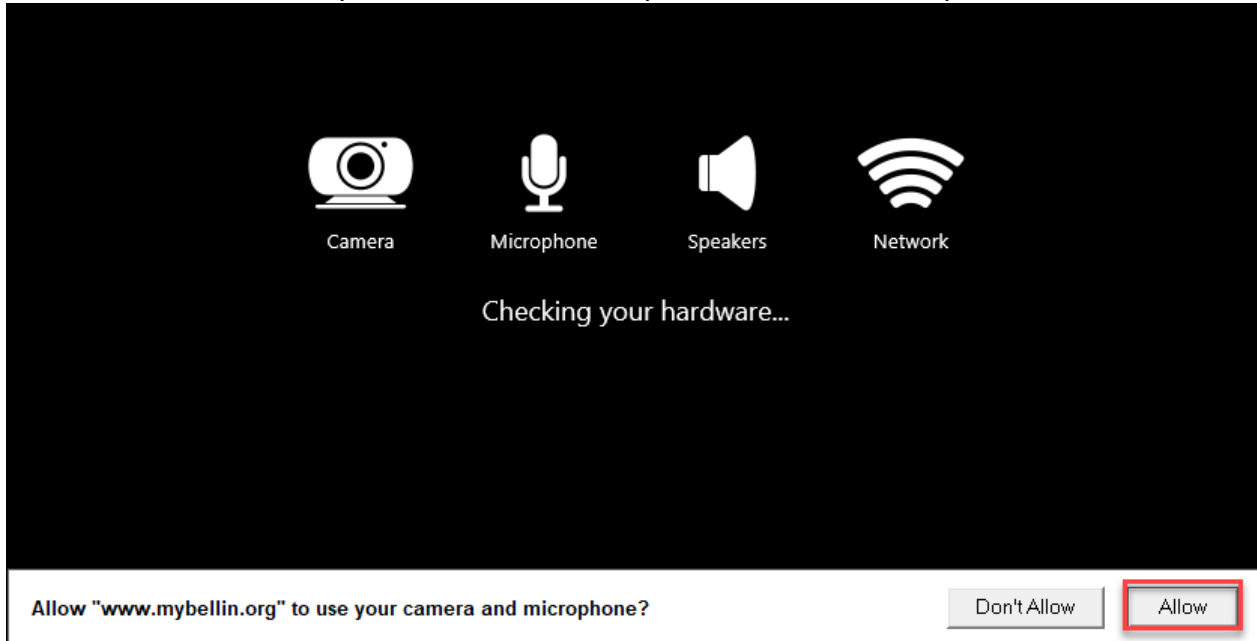
5. Click the **Download VidyoWeb plugin** button to download the Vidyo software.

VidyoWeb plugin is not installed

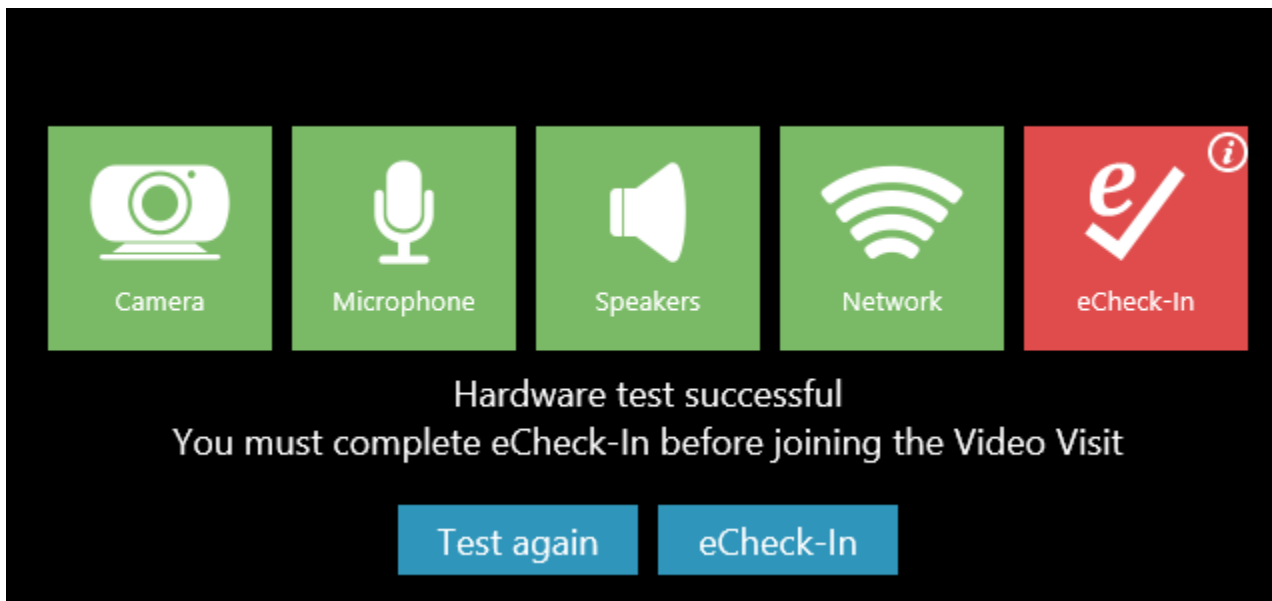
Use the link below to download and install VidyoWeb plugin. This page will reload automatically once VidyoWeb is installed.

[Download VidyoWeb plugin](#)

6. Click on **Allow** to allow MyBellinHealth access to your camera and microphone




7. You should then get a hardware test successful message




If you don't get a successful test, try to test again or call our MyBellinHealth Help Desk at 888-899-9114, which is available 24 hours/7 days a week.

If you do get a successful test, click on the **eCheck-In** button above and validate your personal information, insurance, medications, and fill out any questionnaires.



8. Click on the **Begin Video Visit** button up to 15 minutes before your scheduled video visit time.

Appointment Details 

Thanks for using eCheck-In!
The information you've submitted is now on file.




Planned Care Video Visit with James T Jerzak, MD

  Add to Calendar

This appointment cannot be canceled online. To cancel, please call 920-430-4700.

It's time to start your video visit!

 **BEGIN VIDEO VISIT**

When you are ready to talk to your doctor, click the button below.

Review your questionnaire answers below.

- Communicable Disease Screening ([Print](#))
- History ([Print](#))

Visit Instructions

To conduct your video visit from home you will need a computer with internet access, web cam and a microphone or a smartphone (iphone or Android) with the MyChart app installed. Please note: Video visits are not currently compatible with Safari on Mac OS X High Sierra (version 10.13) or later. Please use a different browser or the MyChart smart phone app to conduct your video visit.

The first time you conduct a video visit, you may be prompted to download the Vidyo plug-in. Complete instructions for video visits are available from bellin.org/virtualvisits


Joining from the website or app:

1. Ensure your web cam or camera is working by testing your hardware. There will be an opportunity to test this up until 15 minutes prior to your appointment by selecting [test hardware from the Appointment Details screen](#). Please ensure you are in a well-lit and


[VIEW FULL INSTRUCTIONS](#)

2. 15 minutes prior to your appointment, a begin video visit button will replace the test


9. Wait for your video visit to start with your provider




Camera



Microphone



Speakers



Network

Hardware test successful: Starting visit in 2

[Test again](#) [Continue](#) [Close](#)