

LVHN Office Video Visits: Scheduling and Connecting to Your Appointment

Many LVPG and Coordinated Health providers offer LVHN Office Video Visits for checkups and follow-up care. Call your provider's office or send a message through MyLVHN to request a video visit appointment. If a video visit is appropriate for the type of care you need, the office will set up the video visit appointment and send a link directly to your MyLVHN account.

[Section 1: Preparing for Your LVHN Office Video Visit](#)

[Section 2: Connecting to your office video visit appointment](#)

[Section 3: Troubleshooting, tips and tricks](#)

SECTION 1

Preparing for Your LVHN Office Video Visit

To prepare for your LVHN Office Video Visit, you will need:

- An active MyLVHN account.
- Smartphone, tablet or computer.
- A headset or earphones, if available. This makes it easier to hear your provider and may improve the audio quality.

Connecting through smartphone or tablet:

- Download the free MyLVHN mobile app from the App Store or Google Play.
- For best experience, use the MyLVHN mobile app to join a video visit from your smartphone or tablet. You cannot go to the MyLVHN website from your smartphone or tablet and start your video visit.

Before your visit:

- Complete eCheck-in up to seven days before your visit.
- It is helpful to make sure your video, audio and internet connection are working 15 minutes before your video visit.
- Keep your mobile device plugged in or fully charged.
- Seek a strong signal or Wi-Fi connection.

SECTION 2

LVHN Office Video Visit Instructions

Connecting through smartphone or tablet:

- Download the free MyLVHN mobile app from the App Store or Google Play.
- For best experience, it is recommended that you use the MyLVHN mobile app to join a video visit from your smartphone or tablet.

Connecting with a desktop or laptop computer:

- Access your MyLVHN account at MyLVHN.org.
- Log in to your MyLVHN account at MyLVHN.org.
- You may have more technical problems using a desktop computer or laptop instead of the MyLVHN app on a smartphone or tablet.
- If you are using a computer, you will use the VidyoConnect desktop client to connect with your provider by browser after beginning the video visit.
- Supported desktop browsers include Chrome, Firefox and Safari.
- You can check your webcam, audio output and microphone under settings to be sure they are working before the video visit.
- All of these features should be working if you recently used them for other video chats or meetings.

Protect your privacy:

- Video visits are encrypted and not recorded.
- There is an added layer of security when launching VidyoConnect from within MyLVHN's secure patient portal.
- Each video visit uses a unique meeting number. This greatly reduces the ability for someone else to access your visit.

Before your visit:

- Complete eCheck-in up to seven days before your visit.
- It is helpful to make sure your video, audio and internet connections are working 15 minutes before your video visit.
- Keep your mobile device plugged in or fully charged.
- Seek a strong signal or Wi-Fi connection.

Connect to Your LVHN Office Video Visit

Plan to log in 15 minutes before your scheduled appointment time to start your video visit.

Step 1

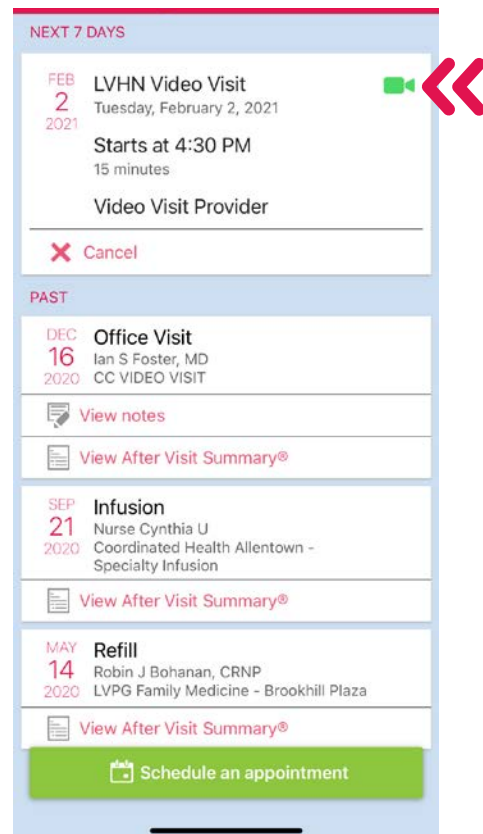
- Log in to your MyLVHN account.
- Click the calendar icon for “Visits.”
- Locate the video visit.
- Select eCheck-in.

Step 2

- You will be asked to review and confirm your personal info, medications, allergies, insurance and assigned questionnaires.
- Review and sign the LVHN consent to treat for the telemedicine visit.
- If you are completing eCheck-in several days before your visit, you can log out of MyLVHN.

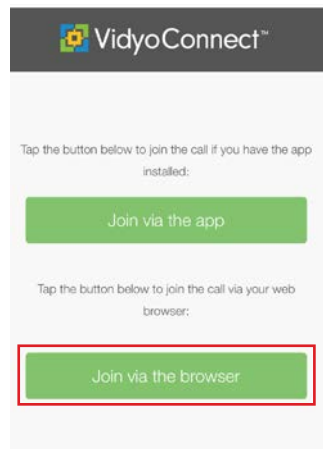
Step 3

- On the day of your appointment, log in to MyLVHN 15 minutes before your video visit begins.
- Click the calendar icon for “Visits.”
- Click the green camera icon to access your video visit on the MyLVHN app. It will not display until 15 minutes before your scheduled appointment.



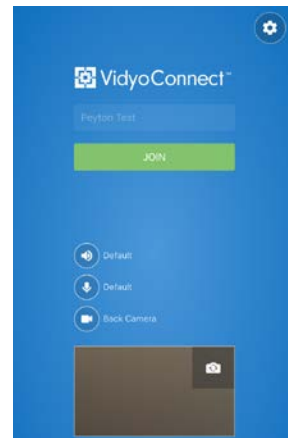
Step 4

- Select “Begin visit” to connect to your video visit.
- Click “Join via the browser” when asked to open page in VidyoConnect application.



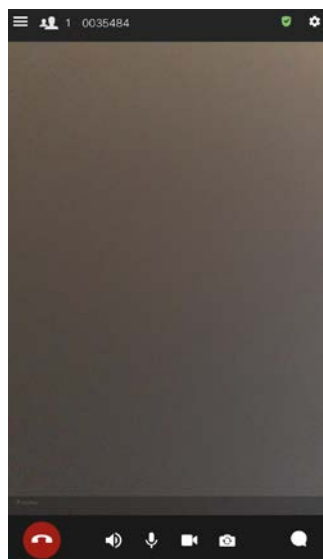
Step 5

- The app will ask permission to access your microphone and camera. Click “Allow.”
- Click “Join” to join the video visit.



Step 6

Now that you are connected, you are in a virtual waiting room. Your provider soon will join you.



Step 7

- At the end of your visit, your provider will log off and the appointment is complete.
- Click the red phone button to end your connection.
- You will receive an After Visit Summary in your MyLVHN account.

SECTION 3

Troubleshooting:

If your connection is lost:

- If you can still see your video, the provider soon may be able to rejoin. Keep the video connection active and do not close the video window.
- If you lose your connection, restart the video visit by following steps 3 through 5. You may be placed in the virtual waiting room until the provider is able to restart the video visit.
- If the video visit cannot be restarted, your provider will call you to complete the visit or provide further instructions. Be sure to be near your phone.

Tips and tricks:

- Opt for a Wi-Fi connection instead of a data connection. (Standard data rates apply.)
- For the best positioning, stabilize your device on a hard surface or use a device stand.
- Ensure you are in a well-lit room.