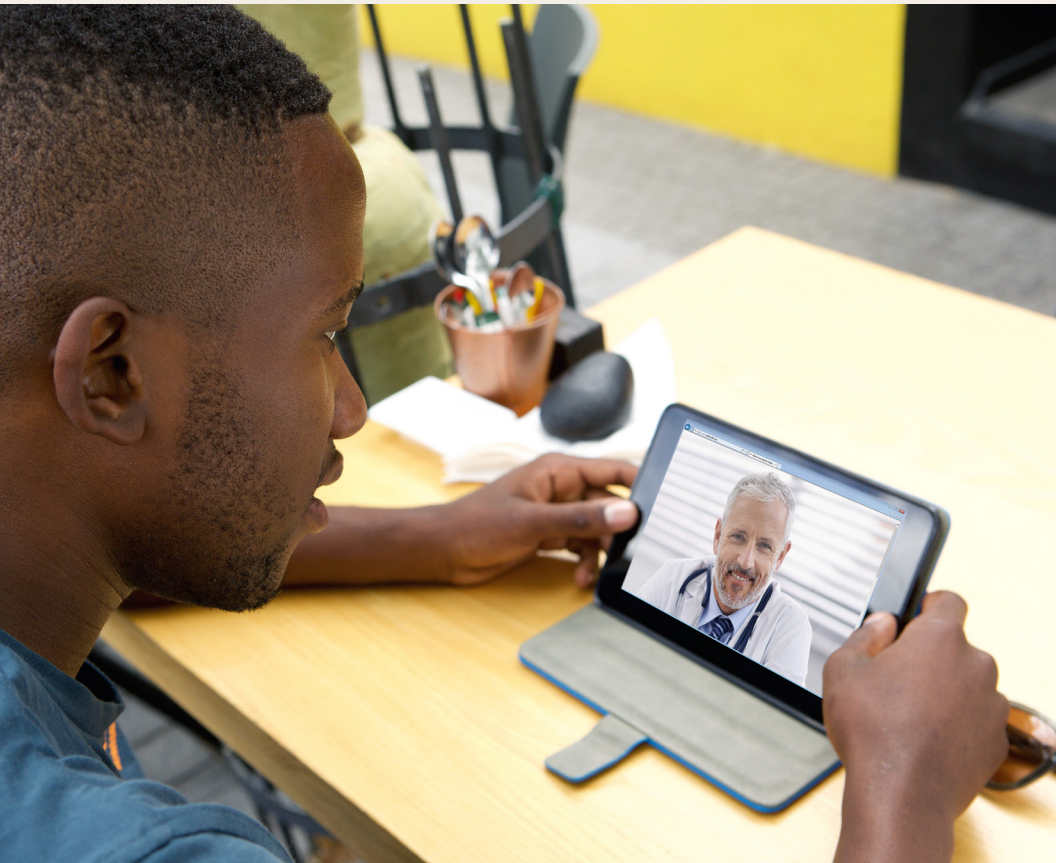


Video Visits

Frequently Asked Questions
and Login Instructions



Frequently Asked Questions

► **Question: What are Video Visits?**

Answer: Video Visits are your regular program visits, but instead of coming to the clinic to meet with your providers, you can meet with them using your mobile device or computer. You and your provider are able to see and hear each other, just as if you were sitting in the same room together.

► **Question: Will I need special computer equipment to have a Video Visit?**

Answer: No. You only need a smartphone or tablet. If you prefer to use your computer for your Video Visits, however, you would need a webcam and speakers. Note that most modern laptops have these built in already.

► **Question: Why should I consider having some Video Visits?**

Answer: Would you like to save time, money and the hassle of dealing with traffic? If so, you should seriously consider Video Visits. Our patients spend an average of 45 minutes driving to us for each program visit. That's 45 minutes that you could spend getting more done at work, at home enjoying time with family, running more errands or just relaxing (don't worry, we won't tell anyone how you're spending all your newfound free time).

► **Question: Are there any additional costs for having Video Visits?**

Answer: For many patients, there are no additional costs. However, this will depend on your program you are doing and your insurance type. See the table below for detailed information.

► **Question: Can I still come in to the clinic for some of my visits?**

Answer: Certainly. In fact, not all of your program visits can be done via Video Visit; some visits require you to come in-person. Ask a Patient Service Representative or one of your providers for more information about which program visits can be done via Video Visit.

► **Question: Are Video Visits simple, safe and secure?**

Answer: Absolutely. We use the simplest, safest and most secure technology available for conducting Video Visits. You will log in to your secure myWakeHealth account on your mobile device or computer to have your Video Visit with your provider.

► **Question: Do you have instructions on how to actually have a Video Visit?**

Answer: Yes, the next two pages of this booklet contain detailed instructions that will walk you through having a Video Visit with your provider. There are two sets of instructions, one for using a mobile device (which is preferred) and another for using a computer.

	WFBH Medcost Insurance	All Other Insurances
Essentials program	No additional costs	Medical and Dietary visits: \$50/each (consider that this could be less than your copay) All other visits would be at no additional costs
Optifast program	No additional costs	No additional costs

How to log in for your Video Visit: Mobile Devices

(PREFERRED, SIMPLER METHOD)

Download the **MyChart** by Epic app from your app store.

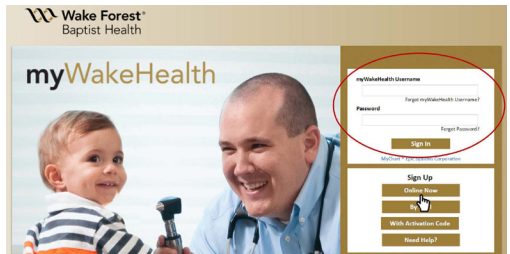
Select Healthcare Provider: **Wake Forest Baptist Health**

Log in using your **myWakeHealth** username and password

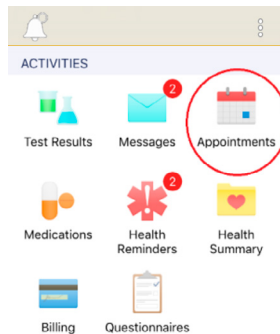


This step is **only** necessary if you **do not** already have a **myWakeHealth** account.

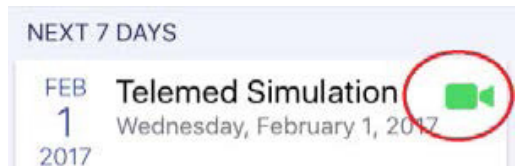
If you do not yet have a **myWakeHealth** account, you can create one by visiting **myWakeHealth.org**. (use the Online Now option)



On the Activities screen, click on **Appointments**



On the Appointments screen, click the **green camera icon** next to your scheduled Video Visit



Click **Begin Visit**.



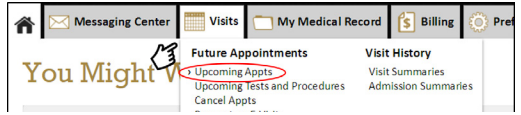
How to log in for your Video Visit: Computer

Log in to **myWakeHealth.org**

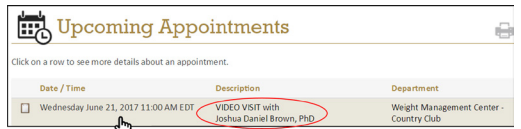
Note: You **must** use **Internet Explorer** or **Safari** browsers.

If you do not yet have a **myWakeHealth** account, use the Online Now option to sign up.

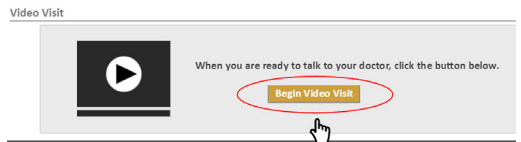
After logging in, go to **Visits > Upcoming Appts**



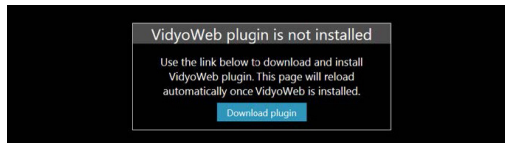
On the upcoming appointments page, choose the **Video Visit**.



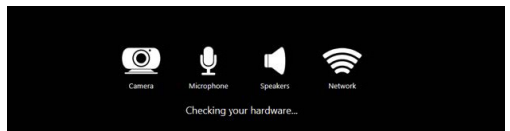
Review the information regarding your appointment. Once you have reviewed the information, choose **Begin Video Visit**.



A screen will open asking you to download the VidyoWeb plugin. Choose **Download plugin**. Run this plugin to install the necessary software to conduct your visit.



Once that is completed, the plugin will check your system and the connection before starting your visit.



Once that is confirmed, all the icons will turn green and your video will start.

