Using MyChart video visits

**What is a video visit?**

Video visits allow you to interact with your provider through live video and audio on your own device. You will be able talk to your provider, similar to an office visit, by using your smartphone, tablet or computer to connect through MyChart.

**How does it work?**

You will need an active MyChart account. If you need help setting that up, contact askMDAnderson at 1-877-564-1202.

**You must use the MyChart app if you are using a smartphone or tablet to access your appointment and complete a video visit.** You cannot go to the MyChart.mdanderson.org website from your smartphone or tablet and start your video visit. You will need to download the MyChart mobile app and Zoom (mobile app name: ZOOM Cloud Meetings) on the same device.

If you need assistance with MyChart, call askMDAnderson at 1-877-564-1202.

If you are using a computer, you will need to download Zoom Client for Meetings (found online at zoom.us). You can check your webcam, audio output and microphone under the computer’s settings to be sure you can complete the video visit from the MyChart website.

**Where can I get step-by-step instructions?**

Follow the steps in the PE Online MyChart Video Visit instructions to connect to your video visit. You also can watch a video with MyChart Video Visit instructions. You can access them in your appointment reminders or online as well.

- In the MyChart mobile app, go to Education Documents or Education Videos icon. Search for MyChart Video Visit Instructions to locate the PDF or video.
- In MyChart.mdanderson.org, go to Resources tab in the top navigation panel and select Education Documents or Education Videos. Search for MyChart Video Visit Instructions to locate the PDF or video.

**Before your appointment, make a plan for which device you will use and complete the eUpdate process.**

Make sure your video, audio and internet connection are working correctly on the smartphone, tablet or computer you plan to use. All of these features should be working if you recently used them on your device for other video chats or phone calls. Remember to try using your headset or earphones, too.

eUpdate is the process to update your information in MyChart before your appointment. You can verify your personal details, medications and insurance information 7 days before the appointment. We encourage you to update your information and complete any questionnaires **2-3 days in advance** so these details can be shared with the clinical team in advance. You can also read the [Telemedicine consent](#) about your upcoming visit.
1. Open your MyChart account.
2. Click Appointments in the app or access the Visits tab if using MyChart.mdanderson.org on a computer.
3. Locate the Video Visit Follow Up. Select eUpdate.
4. Click through eUpdate. As part of eUpdate, you will review your information and sign a Telemedicine consent for a video visit.

MyChart fact sheet provides general information about the patient portal and is available on the login screen of MyChart.mdanderson.org.

On the day of your appointment:

- It is helpful to make sure your video, audio and internet are working at least one hour before your video visit.
- Plan to log in 30 minutes before your scheduled appointment time to access your visit and finish the eUpdate process, if not already completed.

1. Open your MyChart account.
2. Click Appointments in the app. On a computer access the Visits tab (to complete eUpdate) or Details tab (if eUpdate is completed) when using MyChart.mdanderson.org.
3. Locate the Video Visit Follow Up. Select eUpdate if not yet completed.
4. The camera icon in the video visit details turns green 30 minutes before your visit is to begin. You cannot access the video waiting room the day before to test your device within MyChart.

MyChart fact sheet provides general information about the patient portal and is available on the login screen of MyChart.mdanderson.org.

I have an old smartphone. Will it work?

Zoom is supported by these operating systems:

- iOS 7.0 or later that can send and receive video using front or rear camera
- iPhone 4 or later, iPad Pro, iPad Mini, iPad 2 or later, iPod touch 4th Generation, iPhone 3GS (no front-facing camera)
- iPadOS 13 or later
- Android 4.0x or later
- Kindle Fire HD

How do I test my audio and video?

Testing your audio and video means making sure these features are working. In general, all of these features should be working if you can complete video chats or phone calls. Remember to try using your headset or earphones, too.

For example, if you recently had a FaceTime call using your phone and headphones, the same video and audio functionality would work for the video visit. If you recently went online to check your appointment, your internet should be working.

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How do I change my smartphone settings to allow Zoom to access my camera?

Every smartphone and tablet is different. If you are using an iPhone, you may need to change your settings. Go to Settings and select Privacy. Then select Camera and make sure Zoom can access your video.

Who is eligible?

Existing patients who have clinic follow-up visit or a consult visit with a provider may be eligible for a video visit depending on where they are located. Every state has different laws regarding video visits. It’s important to talk to your care team to learn what may be available and best for you.

How do I schedule?

If you are interested in having a video visit, send your care team a MyChart message. While the technology is available, you and your care team should determine what is best for your needs.

Is it available in all clinics?

Yes, MyChart video visits are available for any clinic to use to connect with a patient instead of having an in-clinic follow-up or consult appointment. At this time, this option is not available for new patients. Talk to your care team to learn if this is an option for you.

How long will the visit last?

It will last about the same length as your clinic visit.

Can my family members join my video visit?

Yes, you can add your family members or loved ones to join the visit. After you and your provider are in the video visit, click the Participants icon at the bottom of your screen. You can then select who to invite to your visit. Once you click the Invite button you can choose to share the link by email, text or phone. After they accept, they will be able to join the video visit.

How much does it cost?

Charges depend on your insurance coverage and plan. You will be charged the same co-pay for a video visit as an in-person visit. However, you will not be asked to pay during your virtual visit. Instead, the balance will be listed as part of eUpdate.

The Telemedicine consent you sign before your video visit outlines your responsibility for any copayment or deductible amounts associated with the video visit, in accordance with your insurance company’s policies, including Medicare or Medicaid.

Patient Business Services specialists are here to answer questions about your charges, payments, and balances. Send Patient Business Services a message in MyChart or call them toll-free at 1-800-527-2318.

Is Zoom HIPAA compliant?

MD Anderson must comply with the Health Insurance Portability and Accountability Act (HIPAA) regulations, and because MD Anderson and Zoom have entered into a business associate agreement, Zoom is required to apply the same protections to patient health information (PHI) shared by MD Anderson under the scope of the agreement. Zoom has published guidelines for how it complies with HIPAA requirements, available here.
Is it secure? I’ve read about recent privacy and security issues with Zoom in the news. How do I know that my telehealth session is secure and private?

To ensure your privacy and security, video visits are encrypted and not recorded.

Using Zoom in MyChart is different than using it for a regular meeting because MD Anderson uses Zoom’s healthcare platform. There are additional layers of security because you are using it within our secure electronic health record. Each video visit uses a unique meeting number. This greatly reduces the ability for someone to access these visits.

In addition, MD Anderson has conducted its own security assessment of Zoom’s healthcare platform. This assessment goes beyond HIPAA requirements and incorporates multiple security frameworks.

What if I get disconnected during the visit?

- If the connection is lost but you can still see your video, the provider may be able to rejoin soon. Keep the video connection active and do not close the video window.

- If you lose your connection, restart the video visit following the steps above. You may be placed in the virtual waiting room until the provider is able to restart the video visit as well.

- If the video visit cannot be restarted, your provider will call you to complete the visit or provide further instruction. Be sure to be near the phone that you listed in the eUpdate.

Where can I find more information?

Review the PE Online MyChart Video Visit instructions. Here are additional tips:

- Make sure your audio, video, internet and headphones are working before your first video visit.
- Use the MyChart mobile app on a smartphone or tablet for the best video visit experience.
- Use a headset or earphones, if available.
- Keep your mobile device plugged in or fully charged.
- Keep a strong internet signal or WiFi connection. A higher speed internet connection will help to increase the overall quality of the video and audio.