

Use the link emailed to you at the time of your scheduled visit

About your video visit:

- Patient should be in the home at the time of the visit. If patient is in a different state than home address the provider may not be able to complete your visit if s/he is not licensed in that state.
- If you have a MyChart account, please complete the pre-visit updates available before your appointment time.
- If you do not have a MyChart account, you can request one by clicking [here](#). This is best way to receive information before and after a visit. This can take 7-10 days to activate.
- A brief video about what to expect during a video visit can be found [here](#).

Instructions for your video visit.

PLEASE NOTE: *If you have a Mac device (like Mac Book Pro or Mac Air) additional instructions are necessary to allow video to connect. Please reply to this email to request those instructions to set up prior to your appointment time. If you have another device, like a iPhone or tablet, additional instructions are not required and you can proceed with test with other device.*

For a video showing you how to join a video visit: [Click Here](#)

Step 1. Connect to the internet (Wi-Fi)

Step 2. Use the following link to download the app and test your audio/video:

<https://telemedicine.cchmc.org/call/Device.Test> (TEST ONLY)

- Once the Guest Access-Cisco Jabber app is installed – **close the app and click on the TEST link again**
- Click on the green call button at the bottom of the screen
 - You should see and hear yourself!
- If you are having any issues, contact the Center for Telehealth at 513-803-8353
- You will need to be in a home and the patient MUST be present

Step 3. At the time of your scheduled visit

- Use your computer or smart device to connect to Wi-Fi
- Close the Guest Access-Cisco Jabber app (if open)
- Click on the link at the top of this email to call the provider
- Click on the green call button at the bottom of the screen

You must call the provider using the green button to start appointment

Step 4. The provider will answer the call. You will see the provider on the top part of the screen. You will show up in the bottom right corner of the screen.

- Click the circular arrow to flip the camera view

If you get a Server Error while trying to call:

It's okay, the provider may be running a few minutes late. Please wait 5 minutes and try again.

Connection Tips:

- Most phone devices have built in internet connectivity. However, for you to get the best experience we recommend you connect to Wi-Fi instead of using the internet from your phone service provider
- In addition to connecting to Wi-Fi, the distance from your wireless router can also affect connectivity. If possible, connect from a space that is near your wireless router
- The public internet quality is variable and can be affected by peak usage time and local network activity (streaming or gaming) in your home

If having issues, restart your device. Most cell phones have a very limited amount of resources and restarting your device clears out all the things you had open previously freeing up resources to be available for the Telehealth

Need Help: Contact the Center for Telehealth at **513-803-8353**

A copy of our annual consent and terms and conditions is available: Click [here](#)