



UPMC Central PA Portal Video Visits

Has your provider scheduled a video visit for you?
All you need is a:

1.



**Smartphone, tablet,
or computer**
*with access to a camera
and microphone*

2.



**UPMC Central PA
Portal account**
*with proxy access if the visit
is for a pediatric patient*

3.



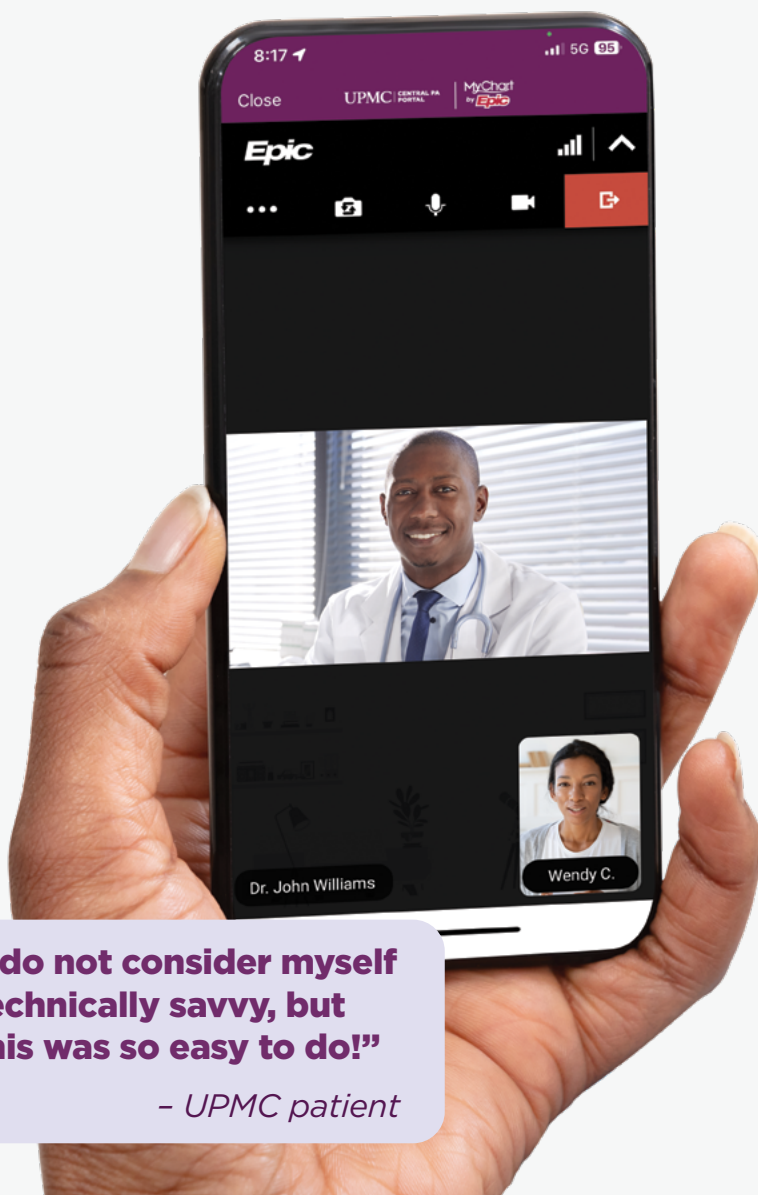
**Scheduled Video
Visit appointment**

Preparing for Your Video Visit

Connect to Your Video Visit with the UPMC Central PA Portal

You will need a UPMC Central PA Portal account for your video visit. If the scheduled video visit is for your child, you will need proxy access. Proxy access allows you to manage the care of your child through your own patient portal account. To set up proxy access, talk to your child's UPMC care team. If you do not have a patient portal account, you can create one by visiting UPMCCentralPAPortal.com or by downloading the app on your smartphone or tablet.

If you are managing care for multiple patients, you can add them all to your patient portal account to access their information easily. Please note that requesting proxy access typically takes one to two business days.



“I do not consider myself technically savvy, but this was so easy to do!”

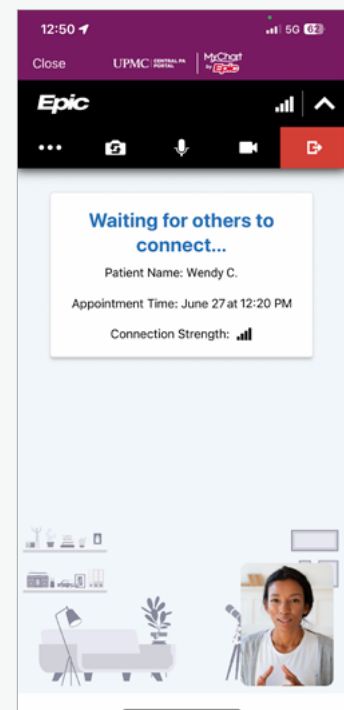
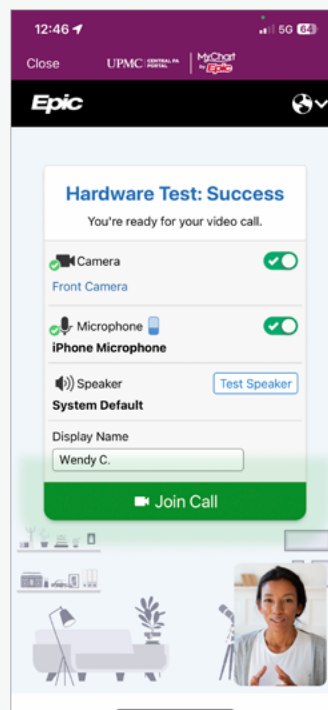
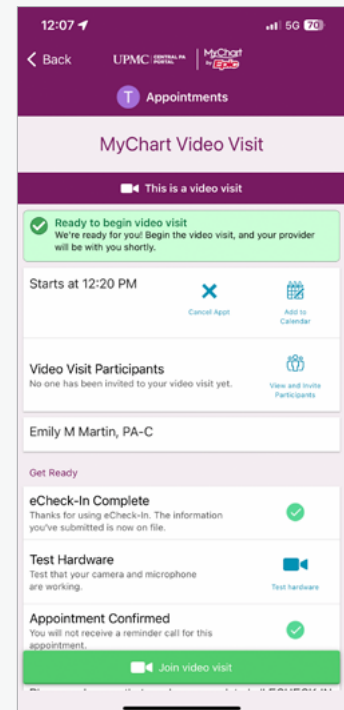
- UPMC patient

Start Your Video Visit on Mobile

You can log in to your visit up to 30 minutes prior to the appointment.

To begin your visit:

1. Log in to your account on the UPMC Central PA Portal app. If the video visit is for your child, switch to your child's account using the account profile icon in the top right corner.
2. Tap on **“APPOINTMENTS”** to view your upcoming video visit. You will need to complete eCheck-In before you can start the visit.
3. After eCheck-In is complete, it's time to join your visit. If you want to invite additional participants to the appointment, such as a family member or interpreter, click **“VIEW AND INVITE PARTICIPANTS”** on the right. When ready, tap the green **“JOIN VIDEO VISIT”** button.
4. Your UPMC Central PA Portal app will ask for access to your camera and microphone. Once access is granted, you will be able to check your audio and video settings, and enter your display name prior to joining.
5. When ready, tap the green **“JOIN CALL”** button. Please know that just like a regular visit, the provider may not join right at the scheduled time of the appointment. They will join the video visit as soon as they can.
6. End the visit by pressing the red button on the right.
7. If you happen to get disconnected, simply log back in and join the visit using the instructions above.



You'll be placed in a virtual waiting room while you wait for your provider to join.

Need help? Call UPMC Technical Support at **717-988-0000** and select **option 6**.

If you need to change your appointment, please call the office.

Start Your Video Visit on Desktop

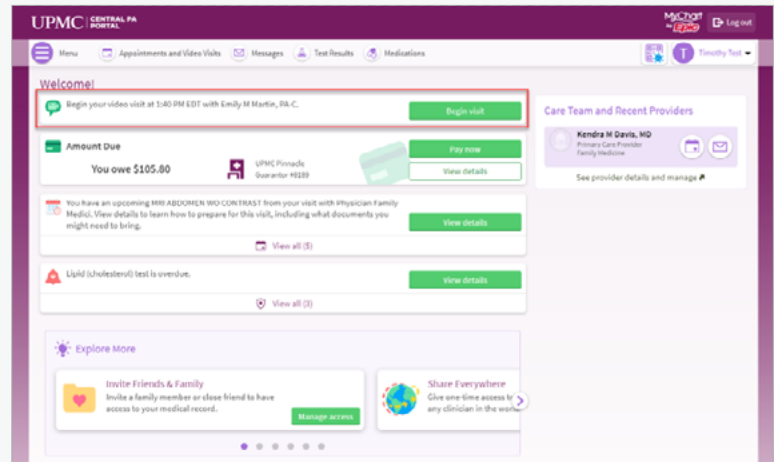
You can log in to the video visit up to 30 minutes prior to the appointment. To begin the visit:

1. Open your web browser and go to UPMCCentralPAPortal.com.
2. Log in to your account by entering your username and password, and then clicking the **“SIGN IN”** button.

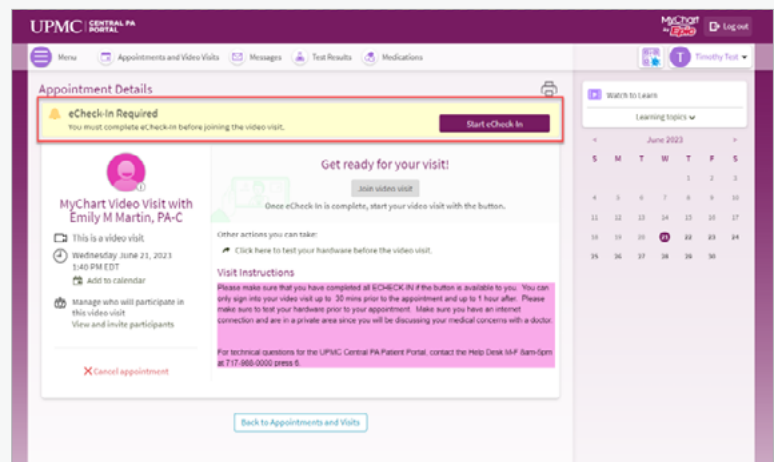
NOTE: If you do not have a patient portal account, you can register for one now. If you have a code from your provider’s office, click **“I HAVE A CODE.”** If you don’t have a code, you can still create an account by clicking **“I DON’T HAVE A CODE.”**

The screenshot shows the login interface for the UPMC Central PA Portal. It features a form with two input fields: 'UPMC Central PA Portal Username' and 'Password'. Below the form is a prominent purple 'Sign in' button. Underneath the sign-in button are two links: 'Forgot username?' and 'Forgot password?'. Further down, there is a 'New User?' section with three buttons: 'I Have a Code' (purple), 'I Don't Have a Code' (teal), and 'Pay as Guest' (teal). At the bottom of this section is a teal button labeled 'Online Appointments (New Patients Only)'.

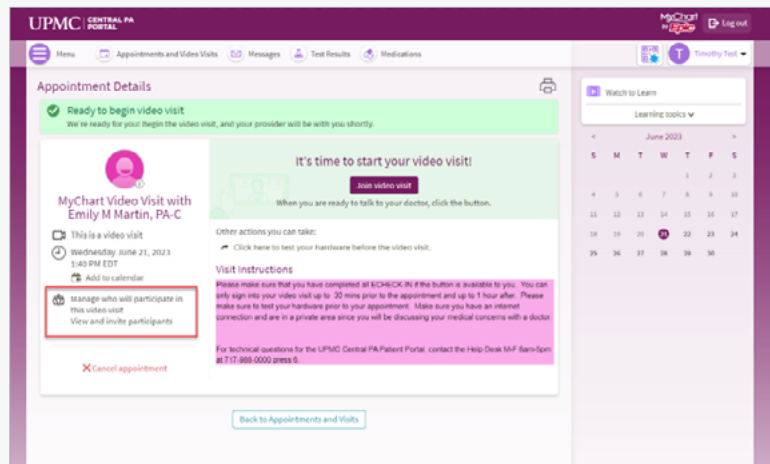
3. On the home page, click the green **“BEGIN VISIT”** button.



4. You will need to complete eCheck-In before you start the visit. Click **“START eCHECK-IN.”**

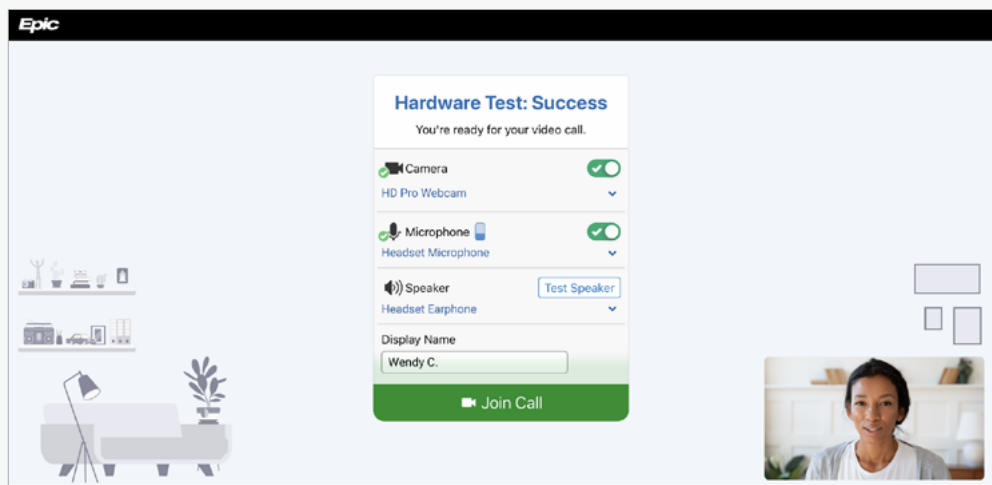


5. After eCheck-In is complete, it's time to join your visit. If you want to invite additional participants to the appointment, such as a family member or interpreter, click **"MANAGE WHO WILL PARTICIPATE IN THIS VIDEO VISIT"** on the left.



6. Click the purple **"JOIN VIDEO VISIT"** button to start the appointment.
7. You will be able to check your audio and video settings, and enter your display name prior to joining.

8. When ready, click the green **"JOIN CALL"** button. Please know that just like a regular visit, the provider may not join right at the scheduled time of the appointment. They will join the video visit as soon as they can.



9. End the visit by clicking the red **"LEAVE CALL"** button on the right.

If you happen to get disconnected, simply log back in and join the visit using the instructions above.



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Frequently Asked Questions (FAQ)

What is a video visit?

Video visits are scheduled appointments that allow you to use your phone, tablet, or computer to meet with your care team.

How does a video visit appointment work?

You will use the camera on your phone, tablet, or computer to see yourself and other video visit attendees on the screen. The visit will be like regular appointment where you can both ask and answer questions, and the provider can view a specific area of your body with the camera, such as an incision. They can also order prescriptions and therapies just as they do now.

What is the UPMC Central PA Portal?

The UPMC Central PA Portal is our patient portal where you can have video visits, access your test results, message your provider, make appointments, and more.

Is a scheduled video visit the same as an OnDemand Video Visit?

Your video visit is a scheduled video appointment with your care team. OnDemand Video Visits are also delivered via video, but are for patients with non-emergency symptoms and without a scheduled appointment to get quick online access to high-quality care.

Why can't I just use Skype, or FaceTime like I do with my family?

Using the UPMC Central PA Portal protects your private information.

Is my medical information and visit safe and secure?

Yes, your video visit is entirely private and confidential. The UPMC Central PA Portal app is 100% HIPAA compliant. Remember to hold your visit in a private, secure location.

Will I receive a summary of my visit?

Yes, you will receive an after-visit summary that can be viewed by logging in to your patient portal account.

How can I get proxy access for my child?

To get proxy access, talk to a member of your child's care team.

Tips for a Successful Visit

- Make sure your device is fully charged.
- Have a strong internet connection.*
- Close all other apps.
- Avoid an area that is too bright or too dark.
- Wear loose-fitting clothing in case the provider would like to look at an incision or body part.
- Make sure you are in a private and safe area (e.g., do not drive during the appointment).
- Hold the device at eye level. A mobile device stand is helpful.

**Please note that if using cellular data, you may be subject to charges from your wireless carrier.*

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