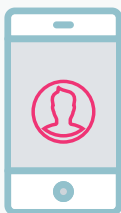




UPMC | PATIENT PORTAL Video Visits

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 Patient Portal account
(available via MyChart)**
*with proxy access if the visit is for
a pediatric patient*

3.



**Scheduled Video
Visit appointment**

Preparing for Your Video Visit

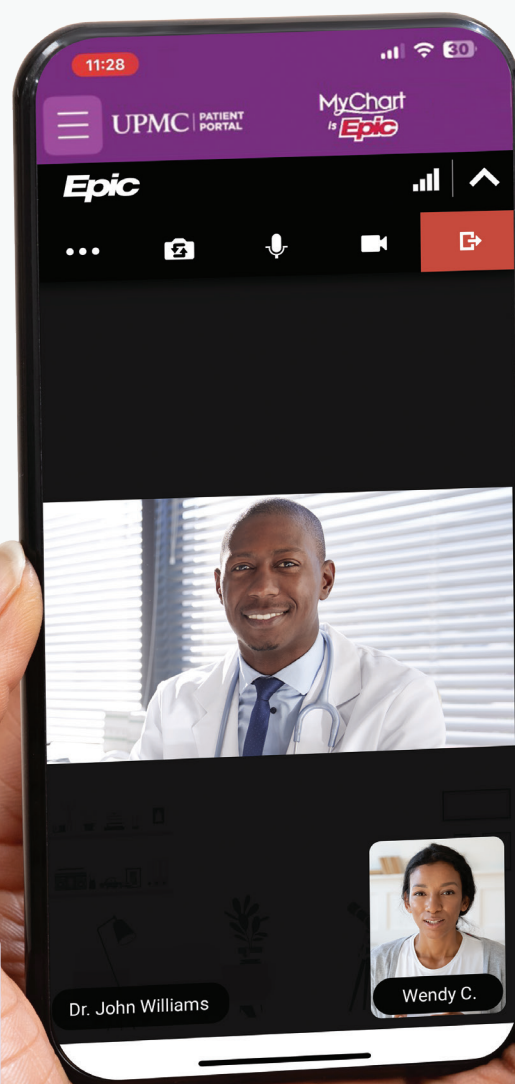
Connect to Your Video Visit with the UPMC Patient Portal

You will need a UPMC Patient Portal account, available via MyChart, 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 or request proxy access through your patient portal using the "Sharing Hub." If you do not have a patient portal account, you can create one by visiting portal.upmc.com or by downloading the MyChart 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!"

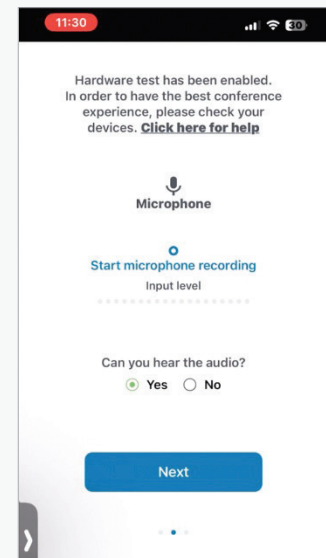
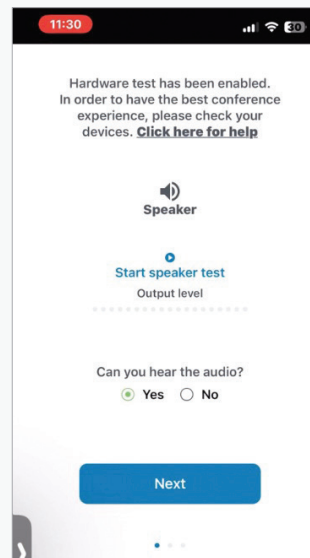
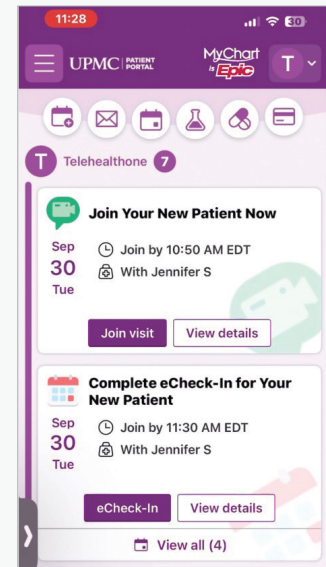
– UPMC patient



Start Your Video Visit on Mobile

**You can log in to your visit up to 15 minutes prior to the appointment.
To begin your visit:**

1. Log in to your UPMC Patient Portal, available via the MyChart 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 **"VISITS"** to view your upcoming video visit. You will need to complete eCheck-In before you can start the visit. If you have not done so already, tap **"eCHECK-IN."**
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 **"JOIN VISIT"** button.
4. The 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 **"JOIN"** 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.



Need help? Call UPMC Patient Portal Support at **1-833-298-7320**.
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 15 minutes prior to the appointment.
To begin the visit:**

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

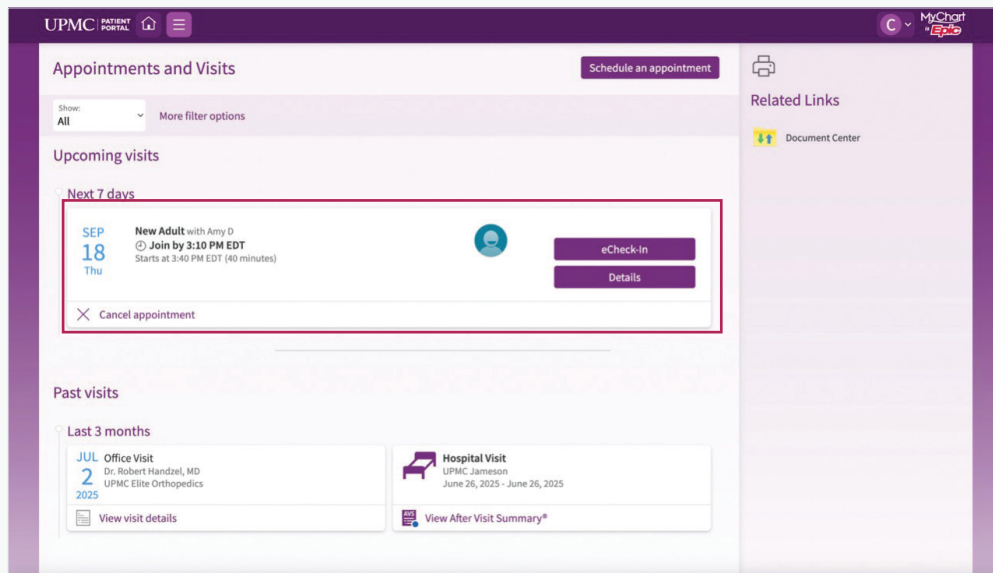
The screenshot shows the UPMC Patient Portal login page. The header includes the UPMC logo and 'PATIENT PORTAL' with the tagline 'Future Home of MyUPMC'. A welcome message explains the portal's purpose and provides a link to 'Learn more'. Below this are four service tiles: 'Communicate with your doctor', 'Access your test results', 'Request prescription refills', and 'Manage your appointments'. On the right side, there is a login section with fields for 'UPMC Patient Portal Username' and 'Password', a 'Log in' button, a 'Log in with passkey' option, and links for 'Need help?' and 'Sign up'. A 'Pay as Guest' button is also present at the bottom of the login section.

NOTE: If you do not have a patient portal account, you can register for one now. If you have an activation code, 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.”**

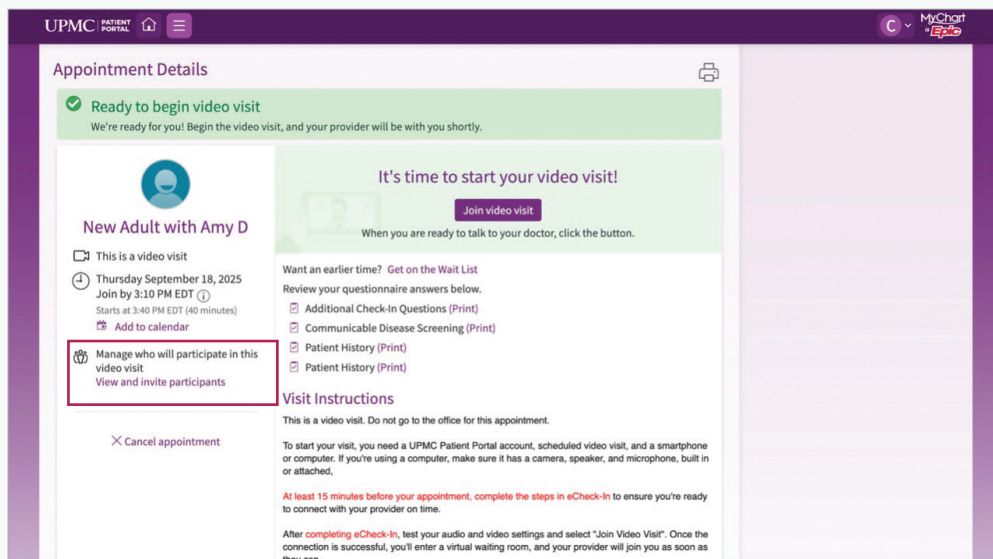
3. On the home page, click the **“JOIN VISIT”** button.

The screenshot shows the UPMC Patient Portal home page. The top navigation bar includes the UPMC logo, 'PATIENT PORTAL', and a 'MyChart' link. Below the navigation bar is a row of icons for 'Schedule an Appointment', 'Messages', 'Visits', 'Test Results', 'Medications', and 'Billing'. The main content area features several sections: a 'Join Your New Adult Now' section with a 'Join visit' button, a 'Verify mobile phone' section, a 'UPMC Patient Portal' section with a 'Dismiss' button, a '2 past tasks to review' section with a 'View past tasks' button, a 'There are new health trends to view' section with a 'View trends' button, and an 'Education Resources From Your Provider' section with a 'From Your Provider' button. On the right side, there is a 'Care Team and Recent Providers' section showing 'Dr. Outpatient Family Medicine, MD' as the 'Primary Care Provider' with a 'See provider details and manage' link.

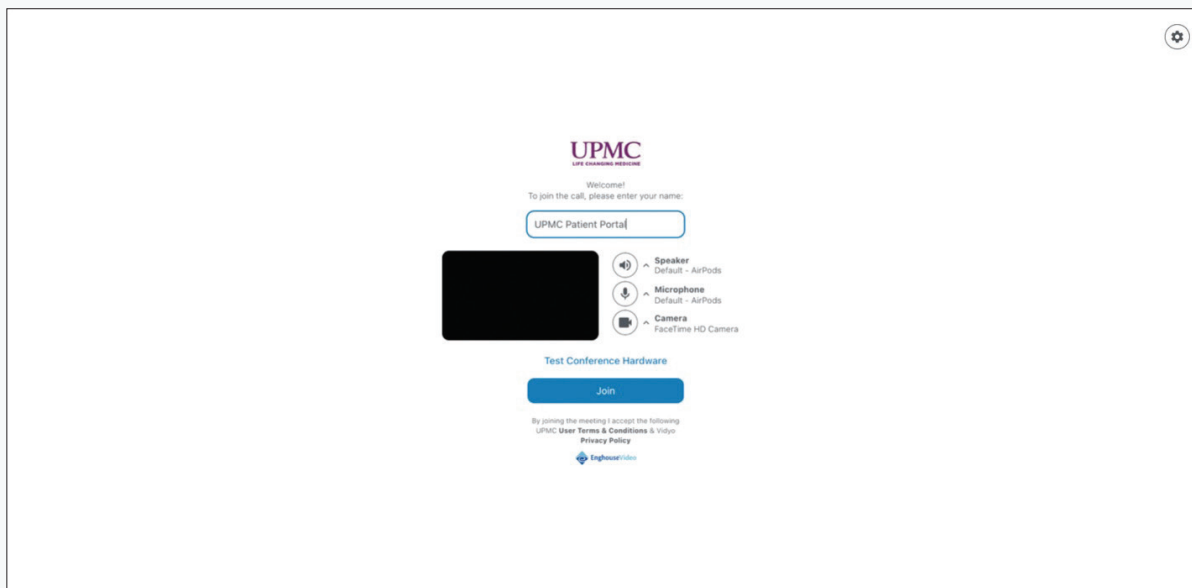
4. You will need to complete eCheck-In before you start the visit. If you have not done so already, click **“eCHECK-IN.”**



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 **“VIEW AND INVITE PARTICIPANTS”** on the left.



6. Click the **“JOIN 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 **“JOIN”** 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 Patient Portal?

The UPMC Patient Portal, available via MyChart, 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 a UPMC AnywhereCare visit?

Your video visit is a scheduled video appointment with your care team. UPMC AnywhereCare does not require a scheduled appointment and offers 24/7 video visits to patients with minor illnesses and injuries. To learn more, visit: UPMC.com/AnywhereCare.

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

Using the UPMC Patient 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 Patient 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 or request access via your patient portal by visiting the "Sharing Hub."

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