

# Video Visits via MyTowerHealth Web Browser

**Please note:** Using your computer will not work as well as using the MyChart App on your phone or tablet as not all computers have built in webcams and/or microphones.

## Can you computer complete a Video Visit?

- Internet browsers that you can use
  - Google Chrome
  - Microsoft Edge
  - Mozilla Firefox
  - Safari
- Internet browsers that you can not use
  - Internet Explorer
  - Opera

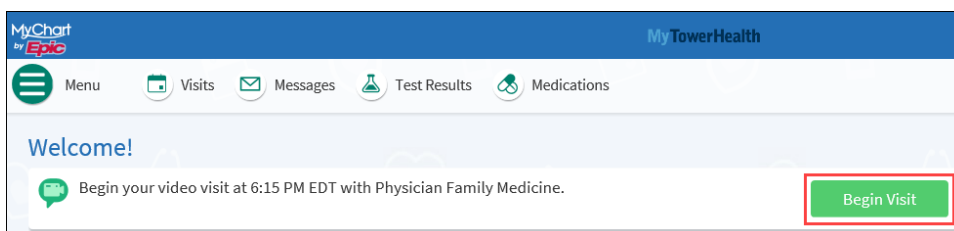
## Video Visit Tutorial

- Please select the link below to view a video tutorial on how to use the MyChart Web Browser.

<https://poc.mytowerhealth.org/mychartpoc/en-US/docs/Epic%20Video%20Visit%20Web%20Browser%20Patient%20Tutorial.mp4>

## Login and Begin Visit

1. Login to **MyTowerHealth** via your web browser.
  - Make sure you see your name at the top of the screen.
2. From the Welcome screen, click **Begin Visit** for the Video Visit.



3. eCheck-In must be done before starting the Video Visit. eCheck-In is available 7 days prior to your scheduled appointment. If eCheck-In was already done, continue to step 12.
4. From the Appointment Details screen, click **eCheck-In**.



### Get ready for your visit!

**Confirm**

Let staff know you don't need a reminder call.

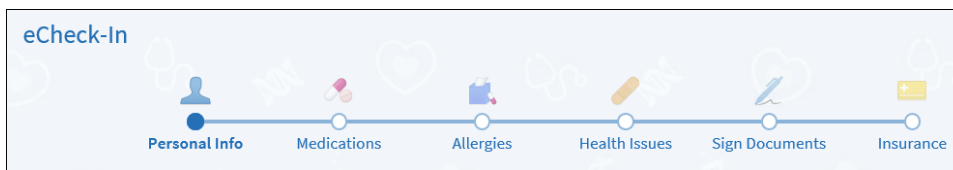
**eCheck-In**

Save time by completing eCheck-In ahead of time. You must complete eCheck-In before joining the video visit.

**Begin video visit**

Once eCheck-In is complete, start your video visit with the button.

- eCheck-In involves verifying personal information, medications, allergies, and previous health concerns. This section will also offer the opportunity to sign required consent documentation.



- You can update any information as necessary by clicking **Edit**.

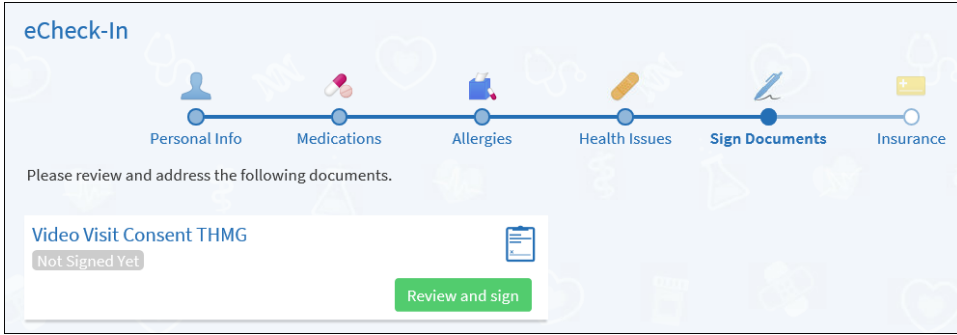
### Verify Your Personal Information

<b>Contact Information</b>	<b>Details About Me</b>
123 Bogus Street READING PA 19604 Going somewhere for a while? <a href="#">Add a temporary address</a>	Preferred First Name ⓘ <i>Not entered</i>
610-555-8888 <i>Not entered</i>	Gender Identity <i>Not entered</i>
<i>Not entered</i>	Sexual Orientation <i>Not entered</i>
<i>Not entered</i>	Marital Status <b>Married</b>
	Race <b>White or Caucasian</b>
	Ethnic Background <i>Not entered</i>
	Ethnicity <b>Not Hispanic or Latino</b>
	Religion <i>Not entered</i>
	Language <b>English</b>
	Patient Refused
<b>Edit</b>	<b>Edit</b>

- Verify the information by selecting the check the box that states, **“This information is correct”** at the bottom of the screen and then select **“Next”**.

The screenshot shows a blue box with a checked checkbox and the text "This information is correct". Below it are two buttons: "Next" (green) and "Finish later" (blue). A red arrow points from the checkbox to the "Next" button.

- Please repeat for each individual section of the eCheck-In.
- In order to sign the required consent documentation select **Review and Sign** to individually open each document.



**eCheck-In**

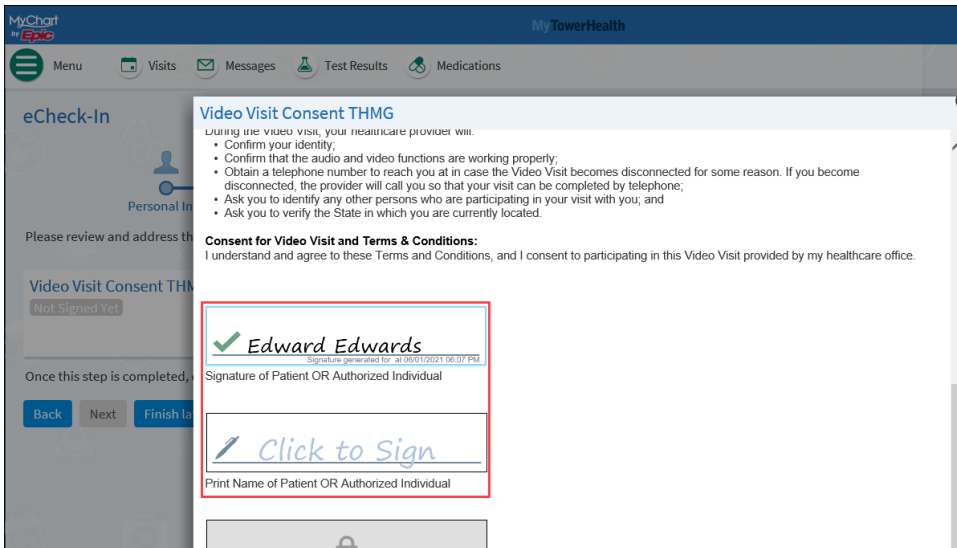
Personal Info Medications Allergies Health Issues **Sign Documents** Insurance

Please review and address the following documents.

**Video Visit Consent THMG**  
Not Signed Yet

[Review and sign](#)

- After carefully reading each document, select **Click to Sign**. This will add a date and time stamp to the document.



**Video Visit Consent THMG**

During the video visit, your healthcare provider will:

- Confirm your identity;
- Confirm that the audio and video functions are working properly;
- Obtain a telephone number to reach you at in case the Video Visit becomes disconnected for some reason. If you become disconnected, the provider will call you so that your visit can be completed by telephone;
- Ask you to identify any other persons who are participating in your visit with you; and
- Ask you to verify the State in which you are currently located.

**Consent for Video Visit and Terms & Conditions:**  
I understand and agree to these Terms and Conditions, and I consent to participating in this Video Visit provided by my healthcare office.

**Edward Edwards**  
Signature generated for: at 06/01/2021 06:07 PM  
Signature of Patient OR Authorized Individual

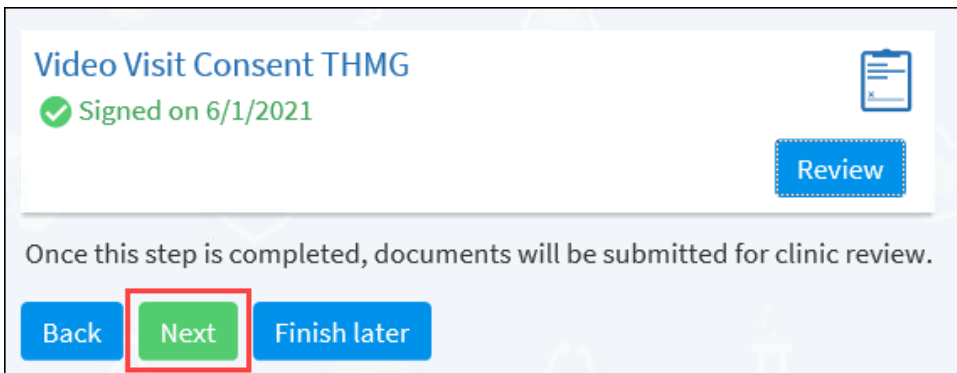
[Click to Sign](#)  
Print Name of Patient OR Authorized Individual

- At the bottom of the form, click **Continue**.



[CONTINUE](#) [CLEAR FORM](#) [CANCEL](#)

- After signing each document, select **Submit** to complete eCheck-In.



**Video Visit Consent THMG**

Signed on 6/1/2021

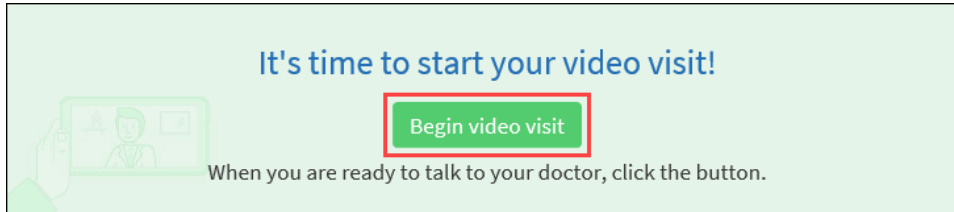
[Review](#)

Once this step is completed, documents will be submitted for clinic review.

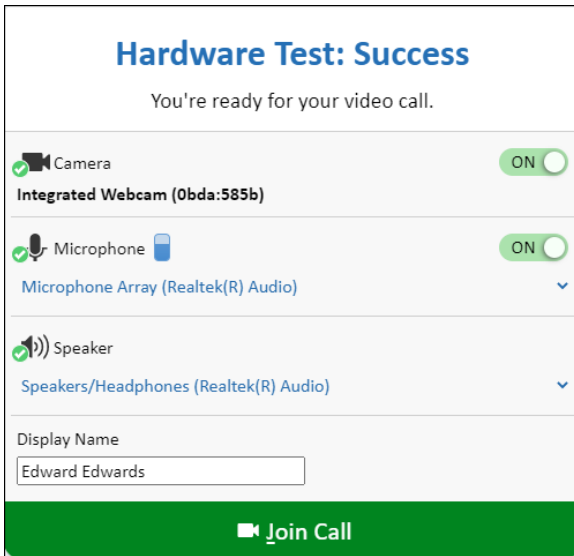
[Back](#) [Next](#) [Finish later](#)

- You will then verify the insurance information by selecting the check the box that states, **“This information is correct”** at the bottom of the screen and then select **“Submit”**.

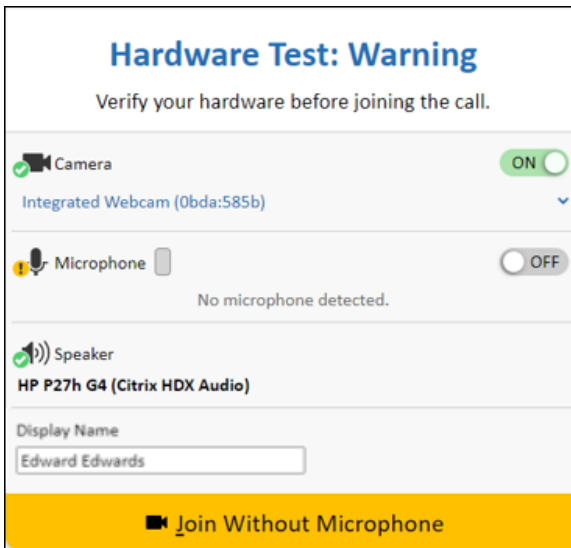
12. Select **Begin Video Visit**. This button will be available 24 hours before the appointment.



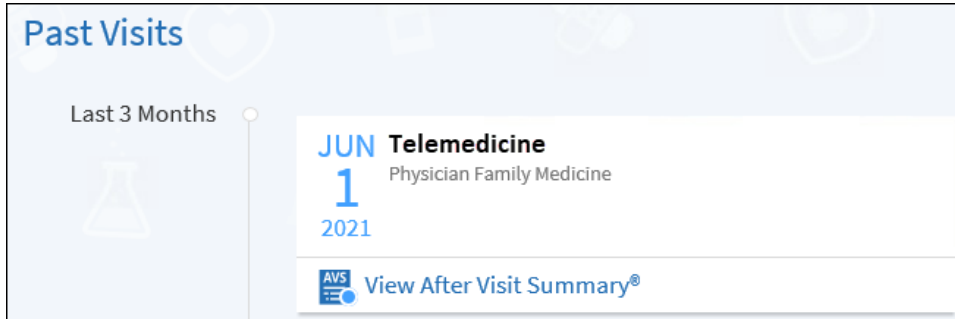
13. A Hardware Test will appear. It will test your Camera, Microphone and Speaker. If everything is working, all icons will appear green. Click **Join Call**.



- If there is a problem with the desktop hardware, you will see a yellow icon indicating which piece of equipment is not working properly.



14. A video window will appear with the Provider's view in the larger screen. If the provider has not yet joined the Video Visit, the screen will say it is waiting for the provider.
  - The video will not initiate a live feed until both parties have joined.
15. After the Video Visit is completed, click the **Leave Call** button in the top right corner and then click **Leave Call**.
  - The appointment will now display as a past "Telemedicine" appointment and allows the After Visit Summary to be viewed.



## Troubleshooting

- Restart Computer.
- Reattempt Login.
- Try a different Web Browser
  - MyTowerHealth is only compatible with:
    - Google Chrome
    - Microsoft Edge
    - Mozilla Firefox
    - Safari
- Close all other open windows.
- Check your Wi-Fi connection
- Use Ethernet cable to directly connect computer to internet service.
- Limit number of individuals connected to Home Internet.

If problems persist please contact the Help Desk for further instruction at (484)628-6924.