

# Preparing for your Hoag Virtual Care Video Visit

To ensure your device is set up correctly and you're ready for your visit, please complete the following steps in advance of your visit:

## 1 Choose your Device

Desktop



Speakers, Built-in or External Camera and Microphone

Laptop



Tablet



At least a 5.5" Display, Camera and Microphone

Smart Phone



## 2 Confirm Internet



Desktop: 4.0+ Mbps  
Mobile: 2.5 Mbps

## Confirm WiFi or Cellular Data Connection



## 3 Set up your Device

Use one of these four web browsers



Microsoft Edge



Google Chrome



Safari 5+



Firefox

## 4 Join your Visit:

In order to join your visit, follow these steps:

1. Log into MyChart
2. Locate your visit
3. Complete eCheck-in
4. Click on the "Join video visit" button

We recommend you join your visit a few minutes prior to your appointment time to test your device and connectivity.

## 5 Have questions about video visits?

Call your Hoag provider's office

### At the time of the appointment

- Locate a private space for the video visit.
- Have your Drivers License to show for identification.
- A few minutes before the appointment time, click the link you received via email to join to the visit.
- Wait in the virtual waiting room for the provider to start the visit, we will call you if necessary.
- Once the provider starts the visit, verify the provider can hear and see you. The audio & video icons should be "Active" and not "Muted".

### After your appointment

- Your After-Visit Summary will be available for review on the patient portal or you can request a hard copy be mailed from your provider.

