

The safety of our patients and clinicians is our top priority. One way we can promote a safe and healing environment for all is to offer VIRTUAL GROUP VISITS so that patients can continue to interact with our employees and clinicians easily and electronically, when appropriate.

WHAT IS A VIRTUAL GROUP VISIT?

Available at UC Health, virtual group visits allows you to have real-time, face-to-face, interactive video appointment learning with your healthcare providers. You can experience this virtual social support on any smartphone, tablet or computer with internet access and a working camera and microphone.

HOW DO I PARTICIPATE IN A VIRTUAL GROUP VISIT?

At this time, UC Health is providing movement based virtual visits at no cost to the patient. This is made possible through our UC Health philanthropy funds.

If you have a virtual group visit scheduled, you can participate by following the three simple steps outlined below. If not, please call 513-475-9567 to schedule.



Step 1: Register for a My UC Health (MyChart) account.

If you already have a MyChart account and know your username and password, continue to step 2.

- Visit uchealth.com/myuchealth or download and open the MyChart App and search for “UC Health”.
- Click “sign up now” and enter your personal information as prompted. • Finish by setting up your username and password. For assistance, call the My UC Health Help Desk at 513-585-5353.
- Keep your login information in a safe place.

Username _____ Password _____ If you have documents that are required to be signed related to financials, treatment consent, release of information or HIPAA, you will be prompted to sign these documents through your MyChart account via eCheck-in.




Step 2: Choose how you would like to join the meeting.

As soon as your virtual group visit appointment is scheduled, please log onto your My UC Health (MyChart) account to view a message that includes a hyperlink regarding your virtual visit session. By clicking on that hyperlink, you will be prompted to choose how you would like to join the meeting at your scheduled appointment time.

You can choose from these options: the Teams app on a mobile device, desktop app on your computer/tablet or web browser (no download or Last update: 9.21.20 Virtual Group Visits at UC Health

installation required). The web browser option is not supported on apple devices. If you are using an apple device, please download the Teams app. If you choose to join through the app on your mobile device or computer then install the app now. The program is free and you do not need to set up an account

Step 3: Log into your virtual group visit. On the day and time of your scheduled virtual group visit, follow the steps below to start the visit.

	<p>1. Open your MyChart app or go to uchealth.com/myuchealth and enter your username and password to log on.</p>
 <p>Messages</p>	<p>2. Click "Messages" icon.</p>
	<p>3. Click message "Join Virtual Group Visit."</p>
<p>Join Group Virtual Visit</p>	<p>4. Click "Join Virtual Group Visit" text in blue. You will be asked how you would like to join the meeting: mobile app, desktop app on your computer or through a web browser (no download or installation needed)</p>
	<p>5. Once you're redirected to Microsoft Teams, click "Join as a Guest."</p>
	<p>6. Enter your name, initials or alias (if you would like to stay anonymous). Then, click "Join meeting."</p>