



Logging in to Your Video Appointment

Make sure you have your equipment

If you're using a computer, make sure it has

- a built-in camera or an external web camera
- working speakers or a headset so you can speak to and hear your provider

If you're using a mobile device, make sure you are

- located in an area with strong internet and enough mobile data and battery life to complete the appointment

Before and During Your Appointment

- Go to Patient Online Services and complete PreCheck-In as early as seven days before your appointment.
- Find a quiet space where you will not be interrupted. You'll feel more comfortable with this privacy. And you'll be less likely to be distracted during the appointment.
- Avoid locations where there is noise or other people. You'll want privacy in your video appointment just like in an in-person. Do not drive while participating in a video appointment.
- Locate the camera on your device. Set the camera at eye level to make it easy for your provider to see and talk with you. Adjust the lighting so your care team can see you easily.
- Write down any questions you want to ask your provider. During the appointment, make sure you ask these questions. And give your provider a complete explanation of your medical issues and symptoms.
- Dress appropriately for a medical appointment.
- Listen closely. Focus on what you and your care team discuss during this appointment
- Make sure you're looking into the camera and staying close to your device so you can be seen and heard.

If you're using a computer

- Log in to Patient Online Services
- Go to the Appointments section
- Select your Video Appointment
- Select the word "Details" on the next screen
- Select the "Begin Video Appointment" button

If the video software, Zoom, is not on your computer, it will be downloaded automatically.

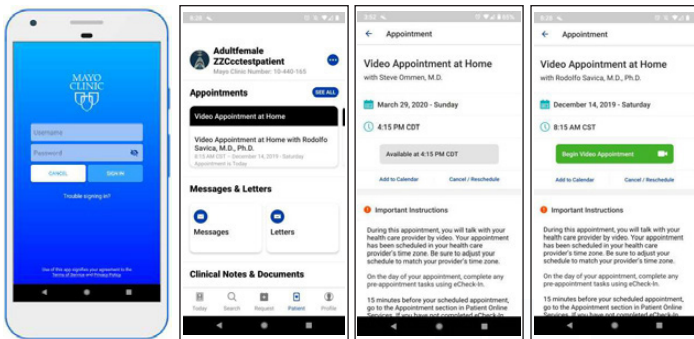
Follow the on-screen instructions. Once Zoom is installed, Mayo Clinic staff will be notified and greet you within a few minutes. You'll see on your screen the request to choose an audio conference option.

Choose the "Join with Computer Audio" option. You will now be able to hear and talk with Mayo Clinic staff. They will welcome you and then connect you with your provider.

The screenshot shows a confirmation screen for a video appointment. At the top, it says "Video Appointment at Home with Steve R Ommen" next to a profile picture of a man. Below this, it lists the date and time: "Sunday March 29, 2020, Arrive by 3:15 PM CDT, Starts at 3:30 PM CDT". There is a blue button labeled "Add to Calendar". A large blue button at the top right says "Begin Video Appointment". Below this, it says "When you are ready to talk to your doctor, click the Begin Video Appointment button". Under "Appointment Instructions", there is a blue button for "Download your Patient Appointment Guide" and a paragraph of text: "During this appointment, you will talk with your health care provider by video. Your appointment has been scheduled in your health care provider's time zone. Be sure to adjust your schedule to match your provider's time zone." Below that, it says "On the day of your appointment, complete any pre-appointment tasks using eCheck-In." and "15 minutes before your scheduled appointment, go to the Appointment section in Patient Online Services. If you have not completed eCheck-In, do so now. If you are using the Mayo Clinic App select 'Begin Video Appointment.' If you are using a computer select the word 'Details' next to the appropriate appointment then select the 'Begin Video Appointment' button." At the bottom, there is a blue button labeled "View Full Instructions".

If you're using the Mayo Clinic app

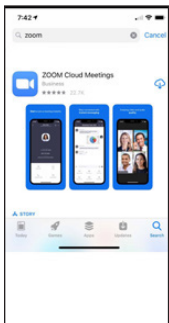
- Log in to the patient section on the app
- Go to the Appointments section
- Select the "Begin Video Appointment" button



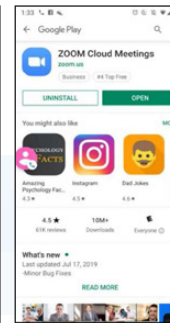
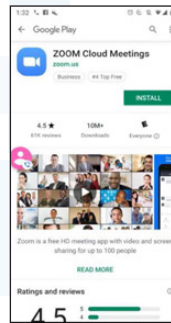
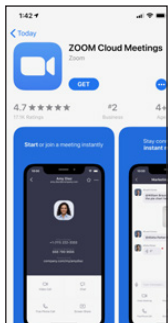
At this point, your device will check to see if the video software "ZOOM Cloud Meetings" is installed. If Zoom is already on your device, you'll see the next steps on your screen.

If Zoom isn't installed, you'll be connected to the app store. You'll need to download the Zoom application. Follow the onscreen instructions for downloading. Once downloaded, return to the Mayo Clinic app already opened.

For iOS phones



For ANDROID phones



When you return, once again select the "Begin Video Appointment" button.

Now you'll see a screen that asks you to make sure your video is on and to select your device audio. Make sure you select both video and device audio options.

At that point, you'll be greeted by a Mayo Clinic staff member who will connect you to your provider.

Keep in mind

You cannot use your device's phone during your video appointment. If you called Mayo Clinic for help in connecting to your video appointment, you'll need to end that call so you can use the audio for your video appointment.

Call Mayo Clinic Customer Assistance

If you have any questions about Patient Online Services, the Mayo Clinic app, or how to connect to your Video Appointment, please call 877.858.0398, Monday through Friday 7 a.m. to 7 p.m. Central Time. Select #4 from the menu options to connect with a Mayo Clinic representative.

For your first video appointment, consider a test call to Mayo Clinic Customer Assistance to ensure your device is set up properly. You can do this as soon as your appointment is scheduled or at least one day before your appointment.