



PATIENT GUIDE

Now that your Hope Virtual televisit is scheduled, here are a few steps that will ensure you have a smooth visit with your care provider.

Hope Virtual televisit appointments are now connected through *My*CityofHope, a secure online patient portal. If you do not already have a *My*CityofHope account, you will need to sign up for one at **MyCityofHope.org** (on either your desktop or mobile device) by clicking on the "Sign up now" button.

We recommend that you log in 15 to 30 minutes early to make sure you are set up.

Note: The "Begin Visit" button will not turn green until 30 minutes before your scheduled appointment time.

CONNECTING TO YOUR HOPE VIRTUAL APPOINTMENT VIA THE MYCHART APP

Browser Requirements for Mobile: Android — Chrome iOS (iPhone, iPad) — Safari

- Download the MyChart/Epic mobile application on your mobile device and search for "City of Hope."
- 2. You will receive an appointment reminder text message two days and one day prior to your scheduled appointment.
- 3. On the day of your scheduled Hope Virtual appointment, log into the MyChart app on your mobile device and click on "Begin Visit" from the home page.





4. Check your video connection. Before you begin your televisit, you will be led through a brief step-by-step process to test your device's camera, speakers and microphone. For any issues during the tech check, please contact customer support at 844-777-HOPE.

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Microphone Test

Talk out loud, can you see the audio bar moving above?

If you need assistance you can

contact support at any time.

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Test Call

Trying to connect. This might take about **26**... seconds to complete.

If you need assistance you can

contact support at any time.

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Is your video connection ready?

Is your video

connection ready?

No





5. When prompted, enter the best call back number. This should be your mobile number. Once you enter your mobile number, you will enter the waiting room. Your care provider will join you shortly.



6. When your care provider is ready, you will hear a ringtone and be notified to click "Accept" to join the visit. If you mistakenly decline the call or you are disconnected during your visit, click on the green "Join Call" button.





7. During your appointment the following video visit tools will appear to help you communicate as needed with your care provider.



Self View: Allows you to turn off the window showing your image on your screen without turning off your camera

Message: Allows you to type out a message to your provider

Mute: Allows you to mute or unmute yourself

Mute Camera: Allows you to stop video and prevent the provider from seeing you

Flip Camera: Allows you to flip your camera to either the front (self) facing or rear facing camera

If you experience any technical problems, call the MyChart Technical Support line at **844-777-HOPE**.

If you run into connection problems or do not have a *My*CityofHope account, your care provider will send you a direct link to join your visit via text or email. Click on "Join Now (no download)."





CONNECTING TO YOUR HOPE VIRTUAL APPOINTMENT VIA MYCITYOFHOPE

Preferred Browsers for Desktop: Windows — Chrome, Edge Chromium Mac — Chrome, Safari

1. After logging into your *My*CityofHope account, click on "Visits" and then select "Upcoming Visits." When you find your televisit appointment, click on "Details" or you may directly click "Begin Visit" from the homepage.

😑 Menu 🔄 Visits 🗠 Messages 🍐 Test Results 💰 Medications	Ambtest -	Appointment Details	
Welcome!			
Begin your video visit at 10:00 AM PST with Physician Oncology, MD. Begin Visit	Care Team and Recent Providers		the stars to start and the state
Your contact information and notification preferences need review. Please update or confirm Update Update	Dr. Vijay Trisal, MD General Surgery		You've confirmed this appointment! Begin video visit
Share Everywhere Give one-time access to your health information to any clinician with a computer and internet Access Diamits	Physician Oncology, MD Cruelegy	Tele-Video with Dr. Vijay Trisal, MD	When you are ready to talk to your doctor, click the button.
Sare time while you save papert Sign up for paperless billing.	See provider details and manage A	Monday January 11, 2021 4:15 PM PST Add to calendar	Visit Instructions
Want to use information from multiple organizations? We are always adding new organizations to our network, so try searching for the one you have recently visited.			
🙀 📮 🕌 Captore		This appointment cannot be canceled	
🔆 Explore More		online. To cancel, please call 800-934-5555.	
Fin Ahead Internet and to for a club the transing ones. I can the club the transition of the club the			Back to Appointments and Visits

 Check your video connection. Before you begin your televisit, you will be led through a brief step-by-step process to test your device's camera, speakers and microphone. For any issues during the tech check, please contact customer support at 844-777-HOPE.





3. When prompted, enter the best call back number. This should be your mobile number.

Your Visit			Safe, Secure & Encrypted
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	Summa	ry	
Camera	Microphone Speaker	Test Call	i Summary
	\checkmark)	
	Your device is ready to Your device's camera and microphone are fit ready to join a video call. Please confirm you video connection cannot are + r162625259	o join the call unctioning properly. You are now ur callback number in the event a be established. 193]	
	Continue If you need assistance you can cor	entact support at any time.	

4. Once testing your device is complete, you will enter the waiting room. If for any reason you are disconnected during your visit, please reenter by clicking on the green "Begin Video Visit" button again. Once you enter your mobile number, you will enter the waiting room. Your care provider will join you shortly.



5. When your care provider is ready, you will hear a ringtone and be notified to click "Accept" to join the visit. If you mistakenly decline the call or you are disconnected during your visit, click on the green "Join Call" button.





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VIDEO VISIT TROUBLESHOOTING SUGGESTIONS

- If you would like to check your mobile device or desktop for technical readiness in advance of your visit, you may do so at **hopevirtual.avizia.com/#/techcheck**.
- If you have audio problems, leave the meeting and try the following before rejoining:
 - 1. Ensure volume is turned up and phone audio is not turned off.
 - 2. Turn audio off and back on.
 - If that does not work, try connecting wired headphones.
- If you run into connection problems or do not have a MyCityofHope account, your care provider will send you a direct link to join your visit via text or email. Click on "Join Now (no download)."



If you need help at any time, call the Help Desk at 844-777-HOPE (4673).

RESCHEDULING YOUR TELEVISIT APPOINTMENT

If you cannot join your televisit appointment, please call 800-826-4673 to reschedule.

