

# 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 MyCityofHope, a secure online patient portal. If you do not already have a MyCityofHope account, you will need to sign up for one at [MyCityofHope.org](https://www.MycityofHope.org) (on either your desktop or mobile device) by clicking on the “Sign up now” button.

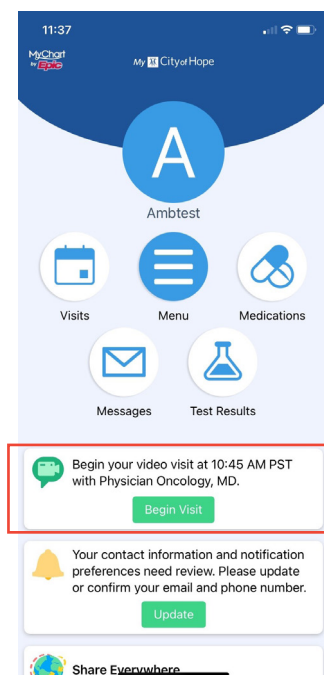
We recommend that you log in 15 to 30 minutes early to make sure you are set up.

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

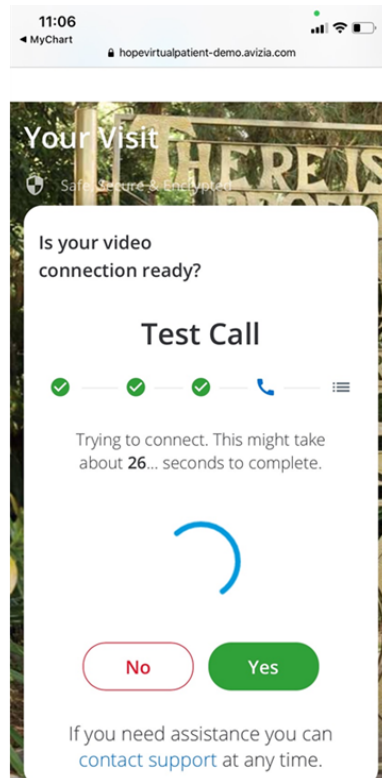
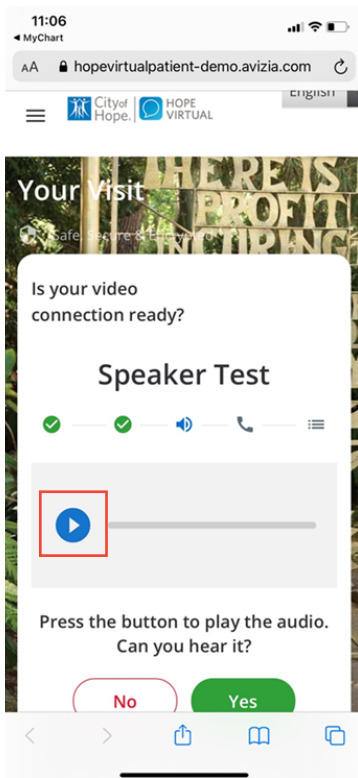
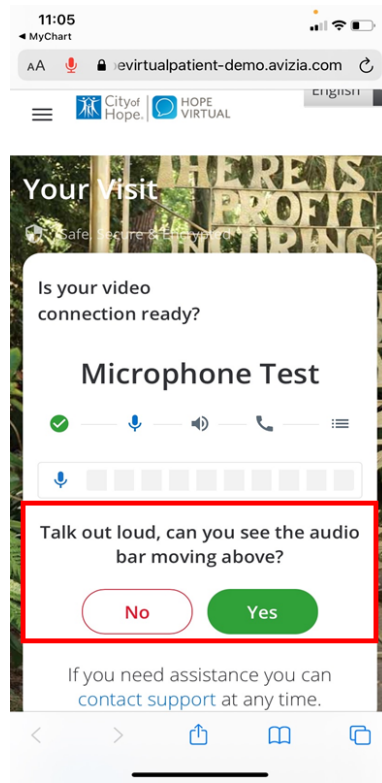
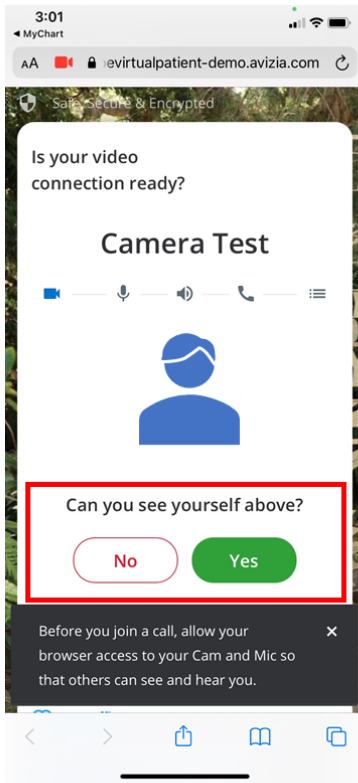
Browser Requirements for Mobile:  
Android — Chrome  
iOS (iPhone, iPad) — Safari

1. 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.



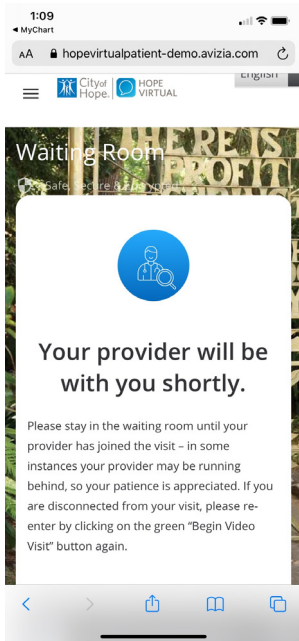


4. Check your video connection. Before you begin your televisit, you will be led through a brief step-by-step process to test your device's camera, speakers and microphone. For any issues during the tech check, please contact customer support at 844-777-HOPE.

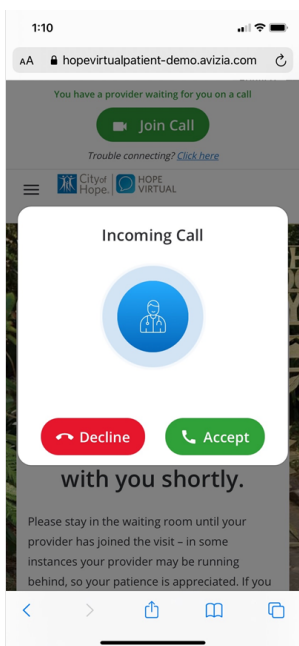
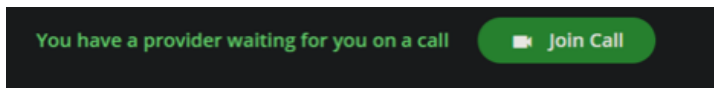




5. When prompted, enter the best call back number. This should be your mobile number. Once you enter your mobile number, you will enter the waiting room. Your care provider will join you shortly.

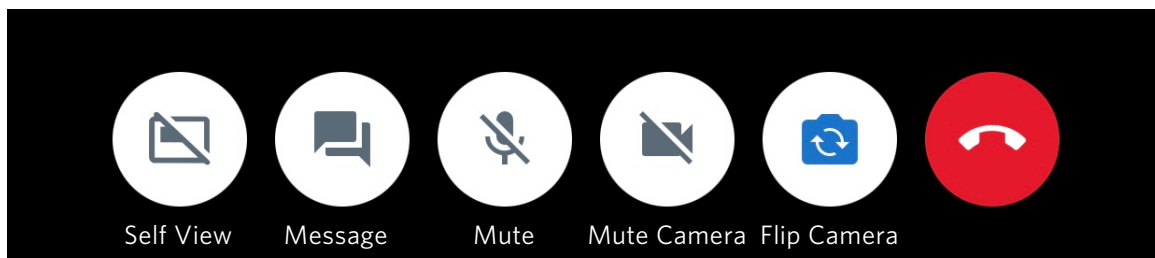


6. When your care provider is ready, you will hear a ringtone and be notified to click "Accept" to join the visit. If you mistakenly decline the call or you are disconnected during your visit, click on the green "Join Call" button.





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

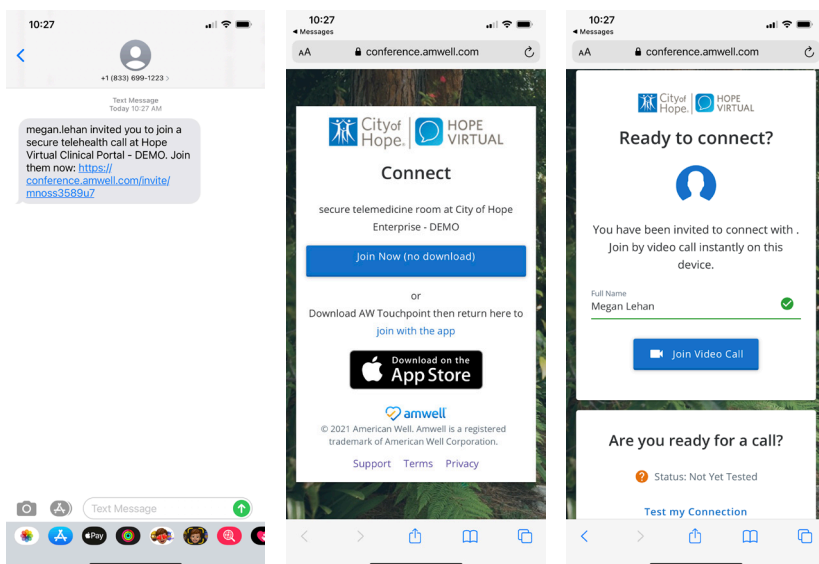
**Mute:** Allows you to mute or unmute yourself

**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 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)."

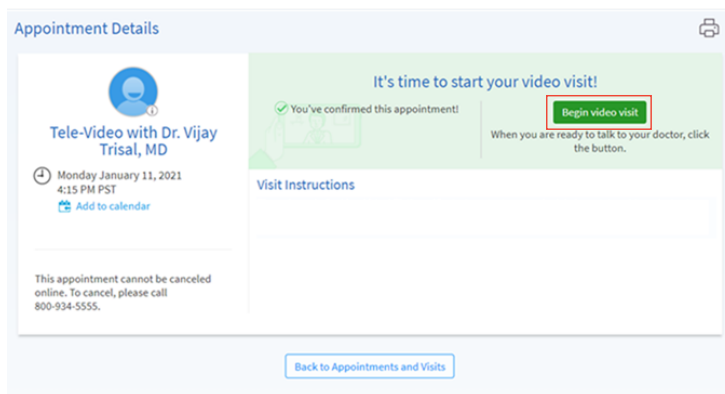
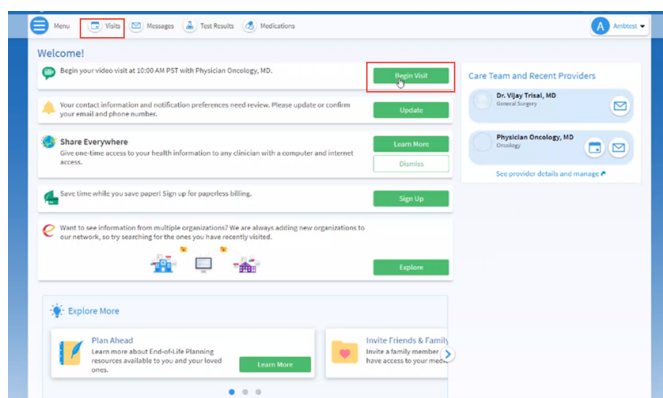




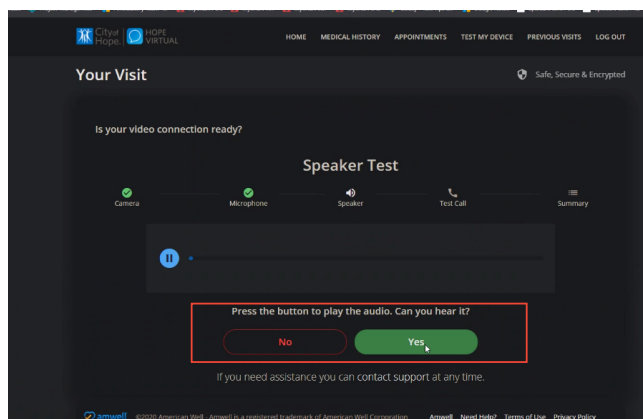
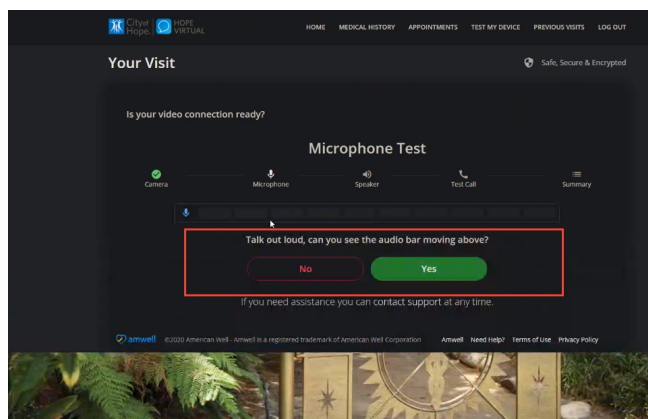
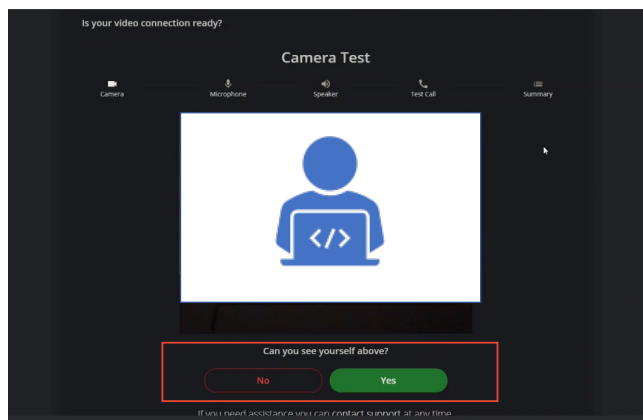
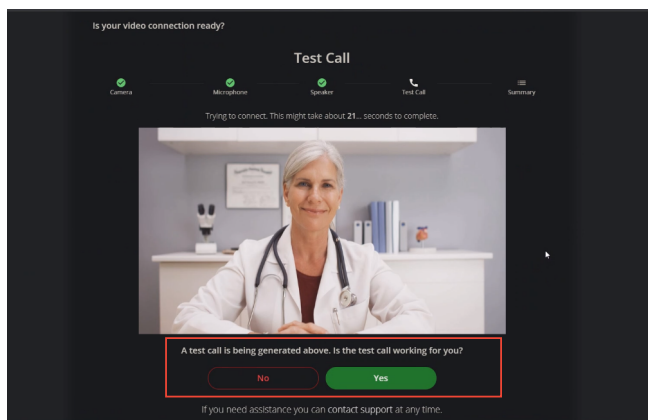
## CONNECTING TO YOUR HOPE VIRTUAL APPOINTMENT VIA MYCITYOFHOPE

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

1. After logging into your MyCityofHope 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.

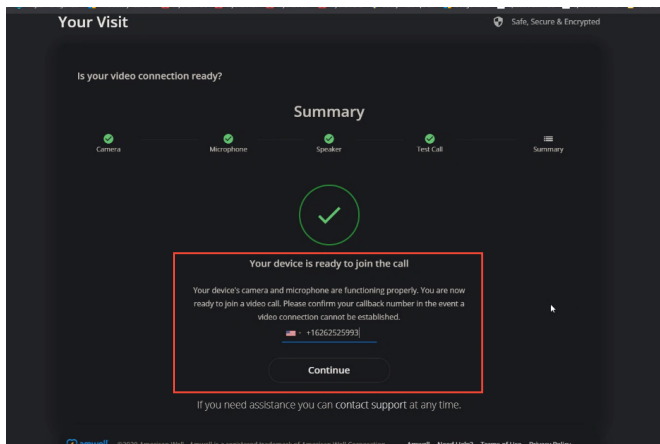


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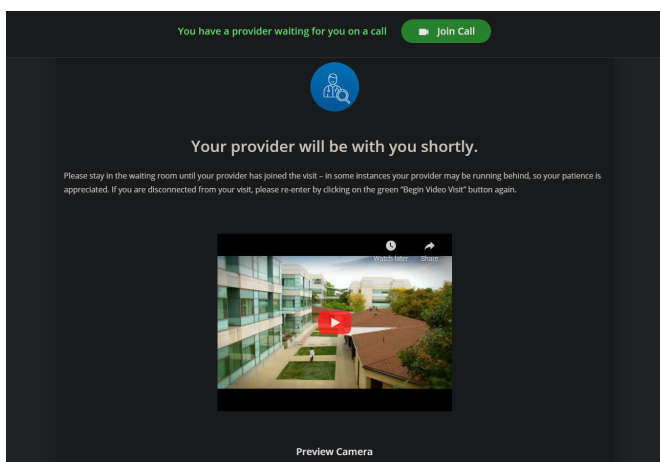




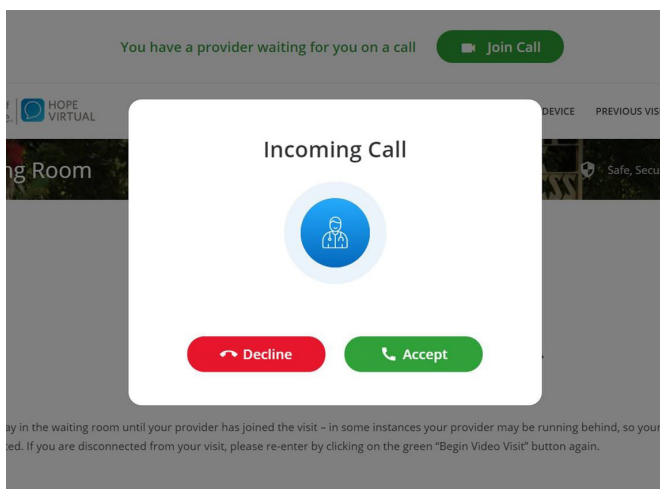
- When prompted, enter the best call back number. This should be your mobile number.



- 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.

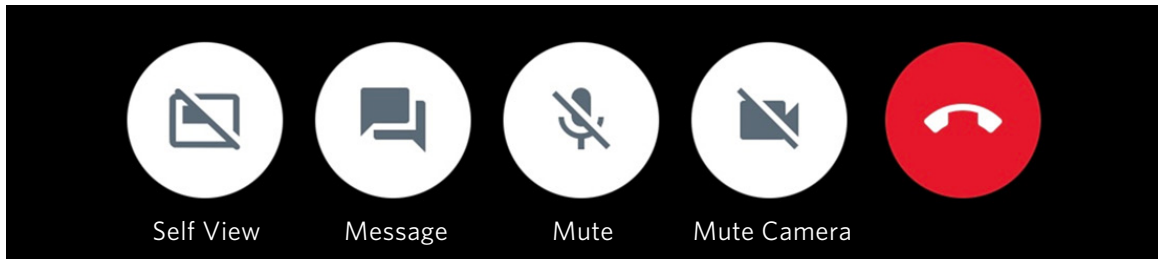


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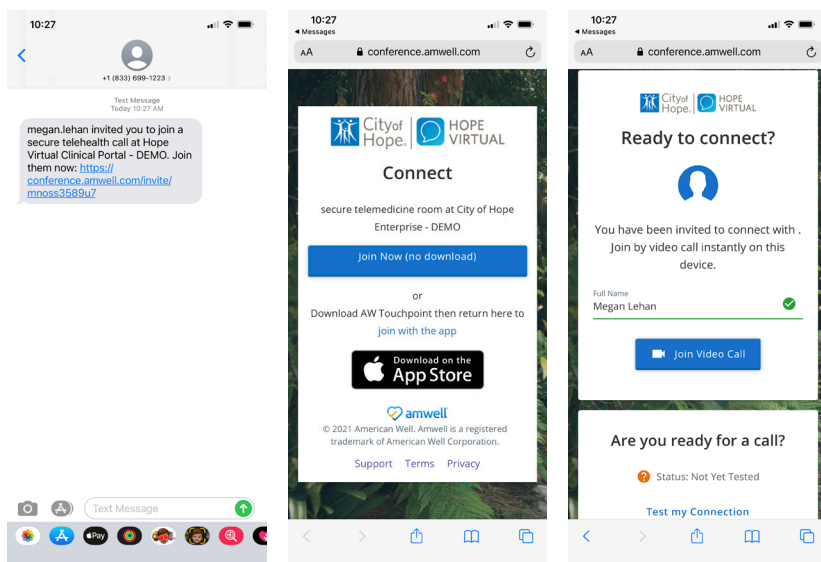
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## VIDEO VISIT TROUBLESHOOTING SUGGESTIONS

- 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](https://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.

