



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 (on either your desktop or mobile device) by clicking on the “Sign up now” button.

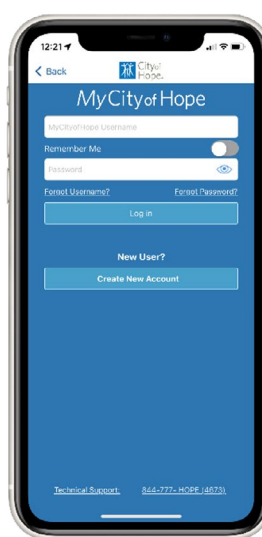
We recommend that you log in 15 to 30 minutes early to make sure you are set up.

Note: The “Begin visit” button will not turn green until 30 minutes before your scheduled appointment time.

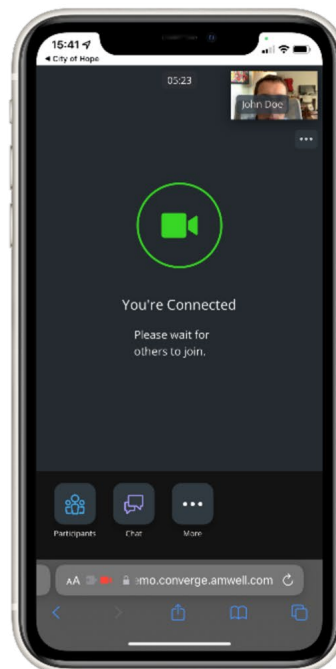
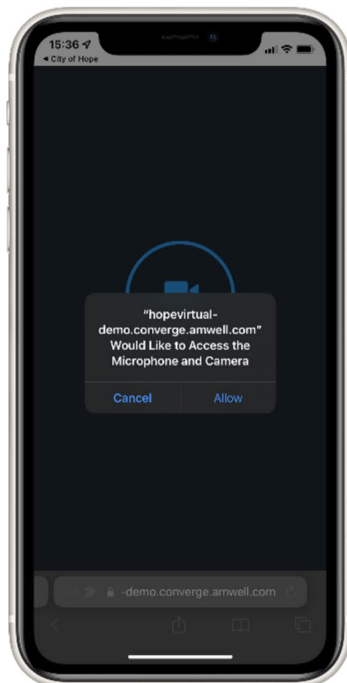
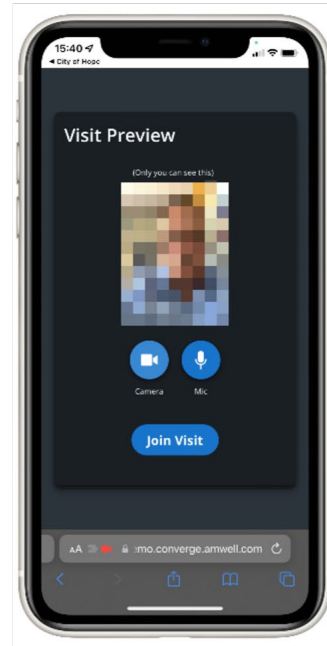
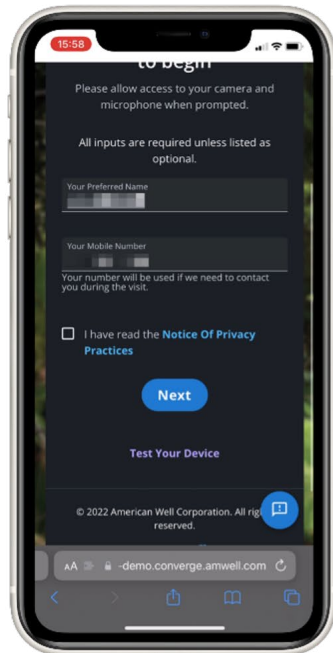
CONNECTING TO YOUR HOPE VIRTUAL APPOINTMENT VIA CITY OF HOPE’S APP

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

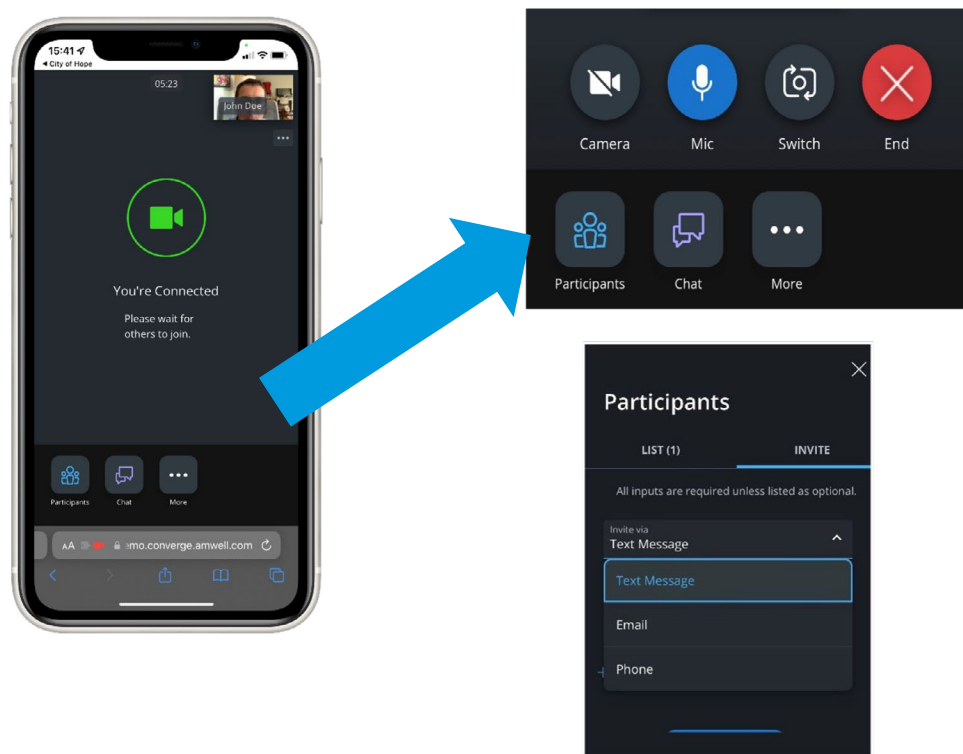
1. Download City of Hope’s  application on your mobile device and log in to MyCityofHope.
2. You will receive an appointment reminder text message two days and one day prior to your scheduled appointment.
3. On the day of your scheduled Hope Virtual appointment, start your City of Hope app on your mobile device and tap “Log in” from the home page to access your account. Click on “Begin visit” from the MyCityofHope home page.



4. Before you begin your televisit, you will be led through a brief, step-by-step process to test entering your name and mobile number, a visit preview, and access your microphone and camera. For any issues during the tech check, please contact customer support at 844-777-HOPE.



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



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

Participants (Invite tab): Allows you to invite a family member/guest via text message, email or phone

More (Device Settings): Allows you to check your camera, microphone and speaker settings

Mute Mic: Allows you to mute or unmute yourself

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

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

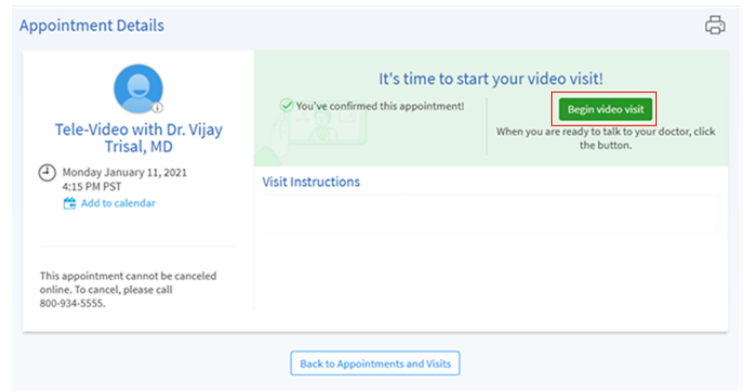
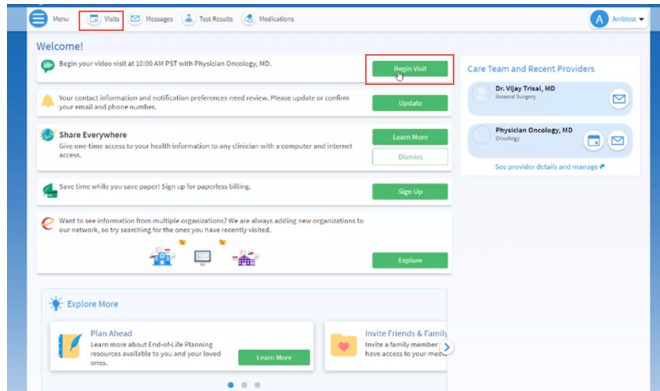
CONNECTING TO YOUR HOPE VIRTUAL APPOINTMENT VIA MYCITYOFHOPE

Preferred Browsers for Desktop:

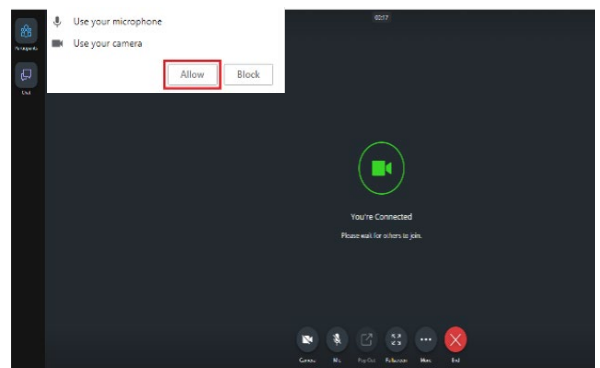
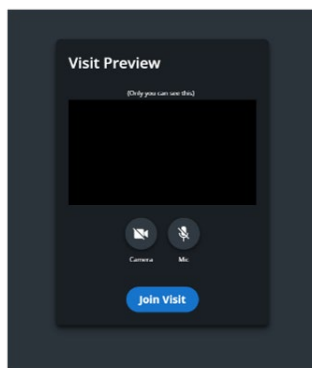
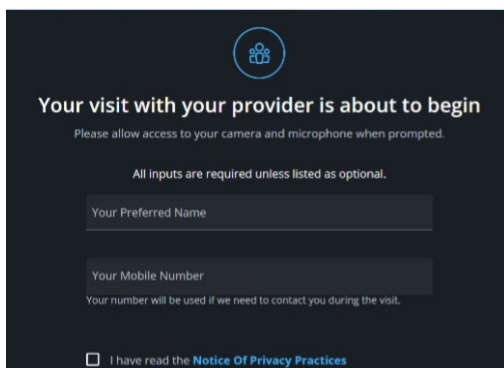
Windows — Chrome, Edge Chromium

Mac — Chrome, Safari

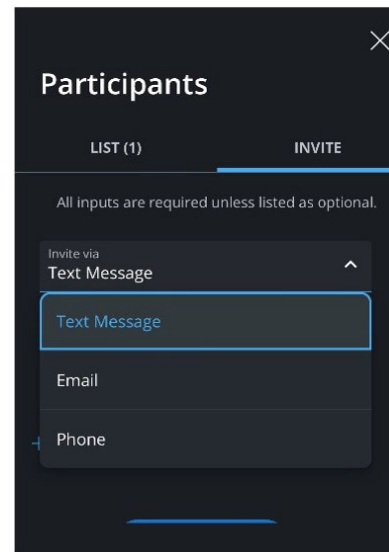
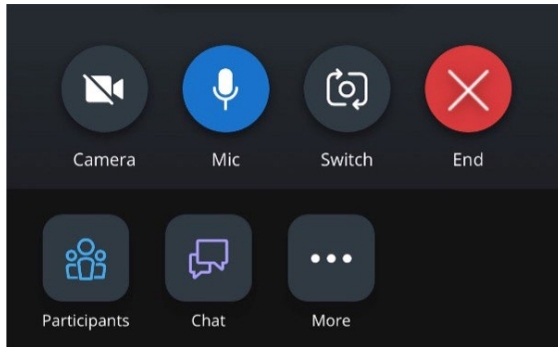
1. After logging into your MyCityofHope account, click on “Visits” and then select “Upcoming Visits.” When you find your televisit appointment, click on “Details,” or you may directly click “Begin video visit” from the homepage.



2. Before you begin your televisit, you will be led through a brief, step-by-step process to enter your name and mobile number, a visit preview, and test your microphone and camera. For any issues during the tech check, please contact customer support at 844-777-HOPE. When prompted, enter the best call back number. This should be your mobile number.



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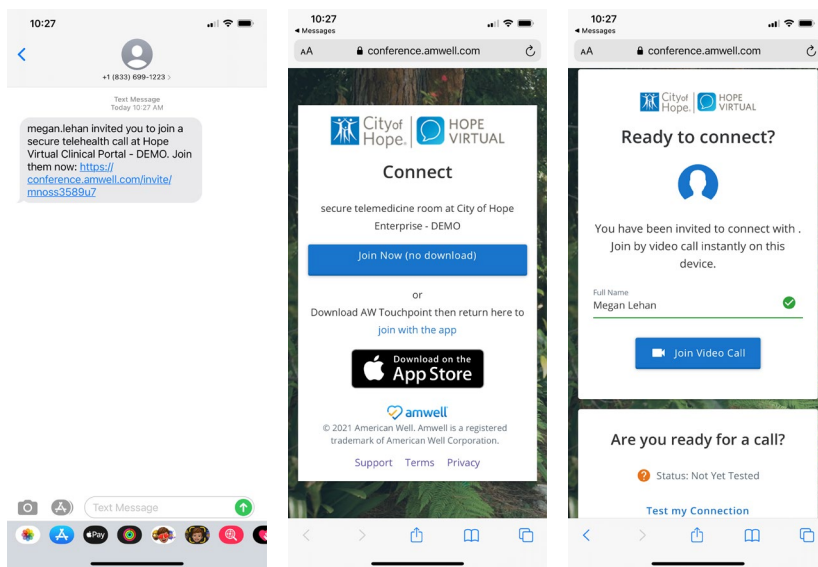
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VIDEO VISIT TROUBLESHOOTING SUGGESTIONS

- 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.
- 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.

