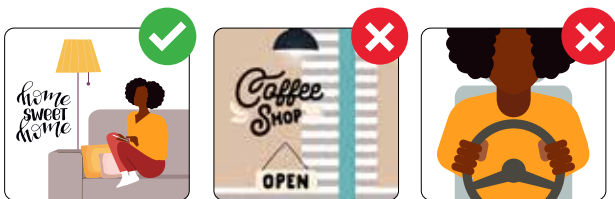


Our video visits are a convenient, secure way to connect to your provider. However, we recognize that adjusting to new technology services can be intimidating, and we're here to help.

We ask that you treat your video visit as if it were an appointment in the office. Taking some time to prepare beforehand will help ensure the visit goes smoothly.

During the visit, your provider will partner with you to make sure you get the care you need from the comfort of home.



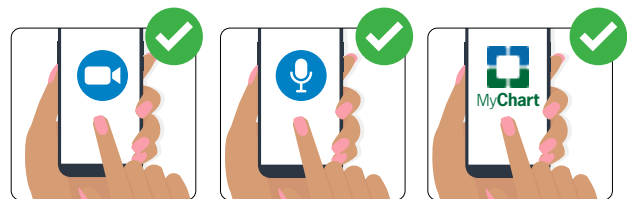
## WE VALUE YOUR SAFETY AND PRIVACY

- Use a quiet, well-lit and private space.
- Do not multi-task.
- Do not connect outside of your home (e.g. the grocery store or coffee shop).
- Do not connect while driving.



## PREPARING FOR YOUR VISIT

- Follow the steps at [clevelandclinic.org/mychart-video-visits](https://clevelandclinic.org/mychart-video-visits).
- Dress as you would for an in-person visit.
- If you need to show a specific body part, wear clothing that is easy to adjust.
- Have your specific questions ready.
- Keep materials close by to take notes.



## LEARNING NEW TECHNOLOGY

- If possible, use a smartphone or tablet device.
- Choose a location with a strong Wi-Fi signal.
- Make sure your device is working properly by doing a “test” visit: <https://ccf.avizia.com/#/techcheck>
- We recommend using these internet browsers for the best experience:
  - › *Android & Windows Devices: Chrome*
  - › *Apple & Mac Devices: Chrome or Safari*
- If you attempt to connect to your visit using a browser that is not available, you will be re-directed.
- If you experience issues during your appointment, your provider can send you a secure link to join the visit directly through a text message or email.
- Keep the MyChart technical support number handy: **866.915.3383**.

## MORE INFORMATION

For step-by-step instructions and additional tips, visit [clevelandclinic.org/mychart-video-visits](https://clevelandclinic.org/mychart-video-visits).