During the COVID-19 crisis, get medical care quickly and safely without leaving home. You can have a virtual visit (video chat) with a Cleveland Clinic provider.

Usually there are strict security criteria for virtual visits. But because of COVID-19, the U.S. Department of Health & Human Services has temporarily relaxed regulations. That means you now can see healthcare providers through popular video chat apps like Skype.

Here is how to attend a virtual visit on Skype using an iPhone or Android phone.

1. If Skype is not already on your smartphone, download it from the App Store or Google Play™ store.
   - Once it’s installed, open the app and sign in with your Microsoft account. If you don’t have one, tap “Create One!” and follow the prompts to create a new account. After your new account is established, you may sign in with either your email address or mobile phone number. (Note your preference so you can share it with your Cleveland Clinic provider.)
   - When you have completed the initial setup and sign in, the “Start chatting on Skype” welcome screen will display. You are now ready to attend a video chat virtual visit with your Cleveland Clinic provider.
   - If you are inviting a guest to your virtual visit, please notify your provider’s office in advance. Give them the mobile phone number and/or email address associated with your guest’s Skype account.

To participate in your virtual visit, your guest must have:
- A device with a front-facing camera (e.g., smartphone, computer with webcam or tablet)
- A Skype app account
- The Skype app downloaded to their device

When the visit starts, your provider will do a group call to both you and your guest.
2. At the time of your virtual visit, your provider will text you a link to join the Skype video call.

- Tap the link. If the link opens in a web browser (e.g., Safari® or Chrome™), tap “Join conversation” to open the call in the Skype app.
- Your provider will end the call when your visit is complete.
- If you have questions or concerns after your virtual visit, call your provider’s office or send a message in MyChart®.

Please note: Third-party applications can introduce privacy risks. Be sure to enable all available encryption and privacy modes when using them.