Cleveland Clinic

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.**
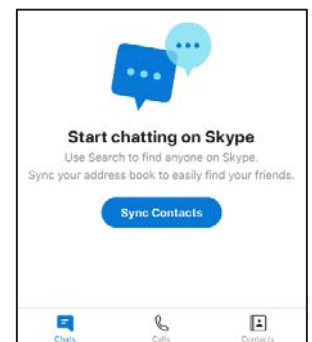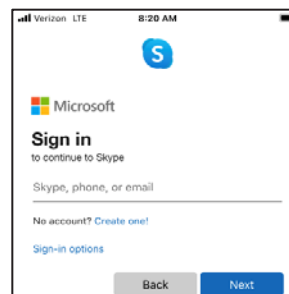
   Skype App

   - 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. Then 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 appear. You now are ready for a virtual visit with a 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®.
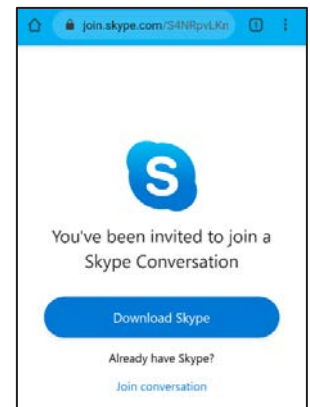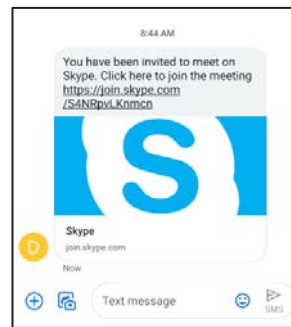
Please note: Third-party applications can introduce privacy risks. Be sure to enable all available encryption and privacy modes when using them.