

## FREQUENTLY ASKED QUESTIONS ABOUT VIDEO VISITS.

### How can I learn more about a video visit?

To learn more about video visits or to schedule one, contact Lindner Center of HOPE Professional Associates at 513-536-0639.

### Who can I contact if I have technical difficulties?

Most technical difficulties can be resolved if you are able to successfully use your smart phone, tablet or computer to log into your LCOH MyChart account at least 24 hours before your scheduled video visit to make sure the video visit functionality works from your device.

If you are not able to confirm that your smart phone or tablet is able to accept an upcoming video visit by following the steps mentioned in this brochure, please call the LCOH MyChart Help Desk at 513-536-0055.

If you have technical difficulties during your video visit, please contact your provider's office directly so they can assist you. If the technical difficulties cannot be resolved, your provider's office may offer to reschedule your visit. You will have the option to have a traditional, in-person visit if that's what you prefer.

### How much do video visits cost?

As with any appointment or visit, a video visit will have a cost associated with it. Video visits are currently covered by most health insurance carriers. Lindner Center of HOPE Professional Associates will expect the patient's share of cost (copay/deductible/self-pay) at the time of service. The patient cost share is based on your benefits and defined by your insurance carrier. If you do not have insurance coverage (self-pay), the charge for your video visit appointment will reflect a percentage discount.

### Can my provider prescribe medication to me as part of my video visit?

Yes. If during your video visit your doctor/CNP determines he/she should prescribe you medication, he/she can send a digital prescription to your preferred pharmacy.

### Are LCOH MyChart video visits safe and secure?

Yes. Video Visits are a feature of LCOH MyChart, a safe and secure online application that has the same security and confidentiality standards as traditional, in-person office visits. The technology complies with the Health Insurance Portability and Affordability Act (HIPAA) and meets all federal and state security and confidentiality requirements. Your provider will conduct your video visit from a quiet, private location and it is recommended you protect your own privacy by doing the same.

## VIDEO VISITS AND LCOH MYCHART

A guide for patients.



## WHAT ARE VIDEO VISITS?

Video visits allow you to have a real-time, video appointment with your doctor/CNP using a smart phone, tablet or computer with an internet connection, working camera and microphone and without having to come into the office. It's an alternative to traditional office visits, giving you a fast and convenient way to connect with your healthcare providers for things like follow-up visits and care for certain non-emergency conditions.

Video visits are a feature of LCOH MyChart, a safe and secure online application that allows you and any other Lindner Center of HOPE/Lindner Center of Professional Associates patient\* to access, manage and receive your personal health information from a mobile device, tablet and computer.

*\*Available for patients ages 18+. As with any appointment or visit, a video visit will have a cost associated with it.*

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## SCHEDULING A VIDEO VISIT

- Speak with your provider to determine if video visits are right for you.
- Your provider's office should help schedule your upcoming video visit.

- Once your video visit is scheduled, log into lcohmychart.uhealth.com and follow the steps outlined in the "attending your video visit" section of this brochure.

## PREPARING FOR YOUR VIDEO VISIT

- 48 HOURS BEFORE YOUR SCHEDULED VIDEO VISIT APPOINTMENT:

Log into your LCOH MyChart account from your device and complete your outstanding e-check-in steps.

## HOW TO PREPARE FOR AND CONDUCT A VIDEO VISIT

### LOG INTO MYCHART:

Video visits are available on smart phones, tablets or computers with an internet connection, working camera and microphone.

- Access MyChart through your Apple© or Android™ device by downloading the free MyChart app or lcohmychart.uhealth.com using a compatible web browser.
- Once you've downloaded the MyChart app, select the "Lindner Center of HOPE" icon and enter your MyChart username and password.

If you do not have a username or password, you can sign up for MyChart by tapping on "Sign Up Now" and using the activation code provided to you at the time of scheduling.

If you do not have an activation code, you can click on the "Sign Up Online" button on the Lindner Center of HOPE MyChart main screen. For questions call 513-536-0055.

## DOWNLOAD THE MYCHART APP

Apple© or Android™



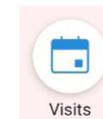
## COMPATIBLE WEB BROWSER

Chrome, Edge, Firefox, Safari, iOS, Android Internet

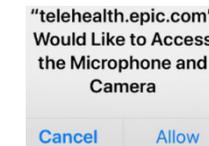
## PREPARE FOR YOUR VIDEO VISIT

Log into your MyChart account from your smart phone, tablet, or computer 24 hours before your scheduled video visit to make sure the video visit functionality works from your device. Here's how:

1. Make sure your device or computer has a strong internet connection.
2. Log into MyChart on your MyChart mobile app or lcohmychart.uhealth.com
3. Select the "visits" icon.
4. Click on your video visit appointment to be prompted to complete eCheck-In.
5. After you complete and close out of eCheck-In, click on Begin Visit.



6. Click "Allow" to enable access to your device or computer's camera and microphone.



7. You will see the following message confirming your mobile device, tablet or computer is able to accept an upcoming video visit.



If you do not receive this message, please call the Lindner Center of HOPE MyChart help desk at 513-536-0055 as soon as possible so they can assist you in resolving this issue before your actual video visit.

## ATTENDING YOUR SCHEDULED VIDEO VISIT

Log into your MyChart account from your smart phone, tablet or computer and select the "join call" button.



You should see your face on the bottom right of the screen along with a note similar to the image stating that you are waiting for your provider.

