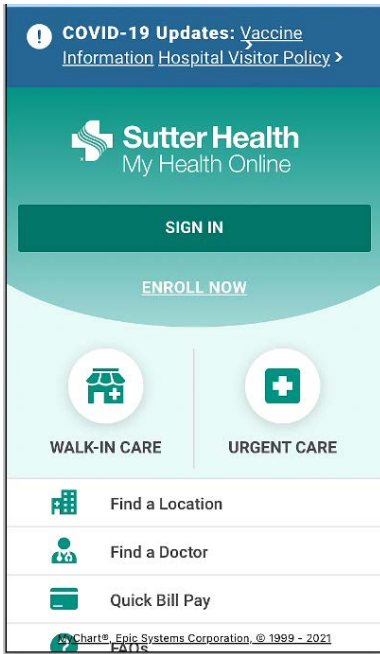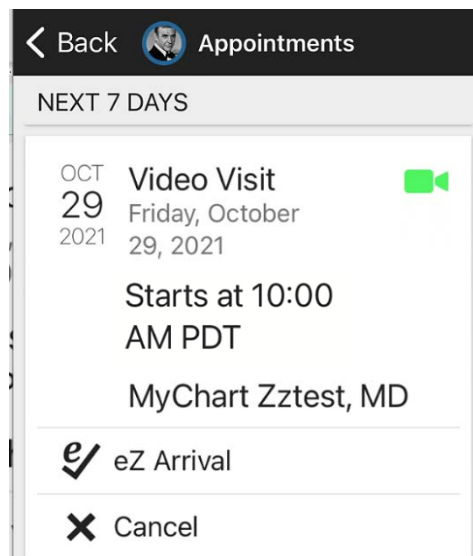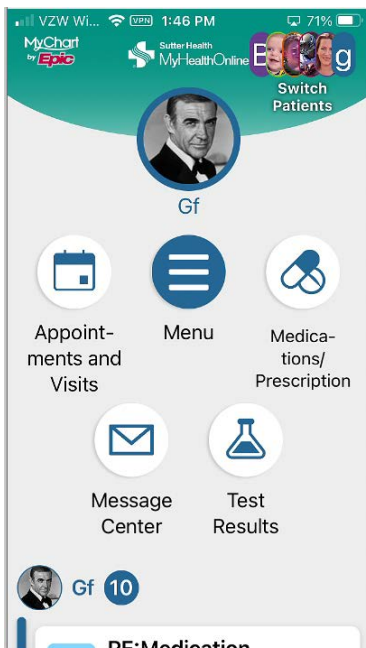![Sutter Health logo]

Before joining a Video Visit you will need to download the My Health Online mobile app.

Step 1: Sign in to your My Health Online account from your MHO app.
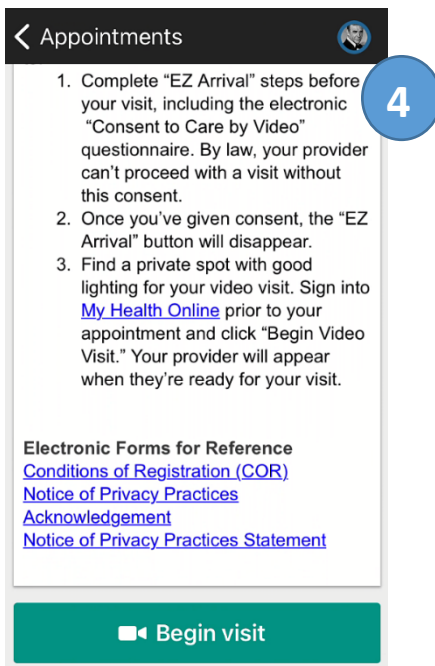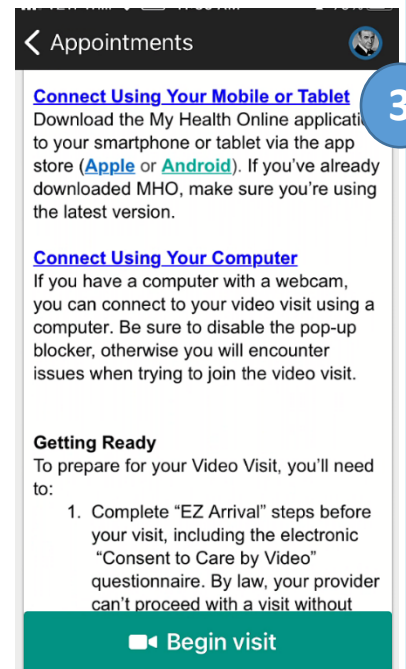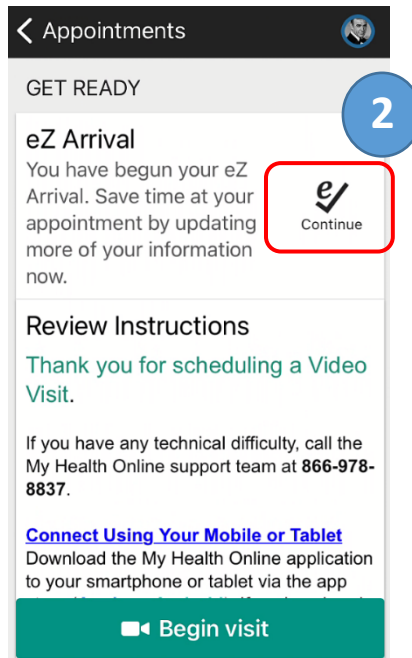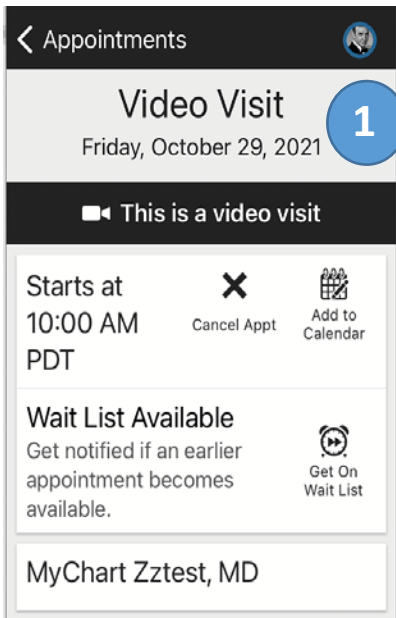

Step 2: When the portal page appears select the "Appointments and Visits" icon, tap on your Video Visit appointment and select your upcoming appointment.
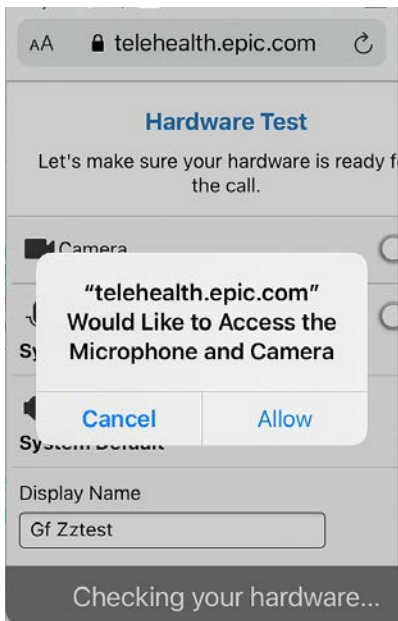
Step 3: Here you will see the details of your appointment. Scrolling down will allow you to review the instructions and complete the "eZ Arrival". To complete "eZ Arrival" tap the icon. Once you are ready for your video visit tap "Begin Visit".
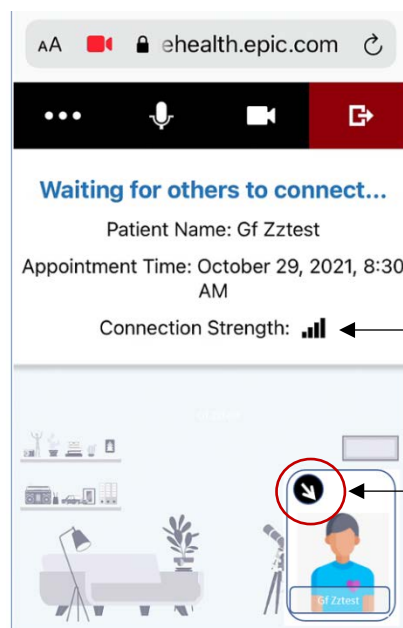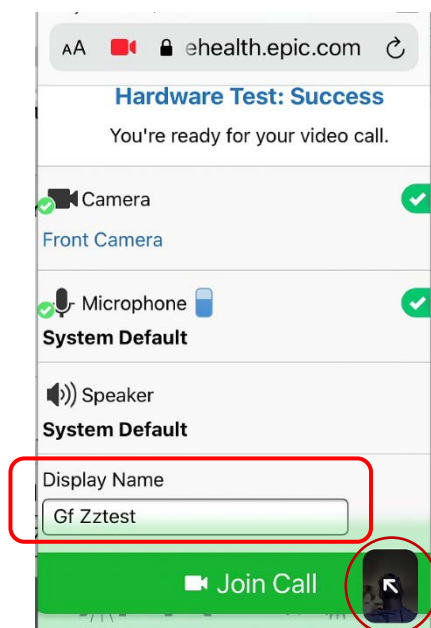
❮ Appointments

Video Visit
Friday, October 29, 2021

1

■◀ This is a video visit

Starts at
10:00 AM
PDT

✖
Cancel Appt

▦
Add to Calendar

Wait List Available
Get notified if an earlier appointment becomes available.

⏲
Get On Wait List

MyChart Zztest, MD

❮ Appointments

GET READY

eZ Arrival
You have begun your eZ Arrival. Save time at your appointment by updating more of your information now.

2

e/
Continue

Review Instructions
Thank you for scheduling a Video Visit.

If you have any technical difficulty, call the My Health Online support team at **866-978-8837**.

Connect Using Your Mobile or Tablet
Download the My Health Online application to your smartphone or tablet via the app

■◀ Begin visit

❮ Appointments

Connect Using Your Mobile or Tablet
Download the My Health Online application to your smartphone or tablet via the app store (**Apple** or **Android**). If you've already downloaded MHO, make sure you're using the latest version.

3

Connect Using Your Computer
If you have a computer with a webcam, you can connect to your video visit using a computer. Be sure to disable the pop-up blocker, otherwise you will encounter issues when trying to join the video visit.

Getting Ready
To prepare for your Video Visit, you'll need to:
1. Complete "EZ Arrival" steps before your visit, including the electronic "Consent to Care by Video" questionnaire. By law, your provider can't proceed with a visit without

■◀ Begin visit

❮ Appointments

1. Complete "EZ Arrival" steps before your visit, including the electronic "Consent to Care by Video" questionnaire. By law, your provider can't proceed with a visit without this consent.
2. Once you've given consent, the "EZ Arrival" button will disappear.
3. Find a private spot with good lighting for your video visit. Sign into My Health Online prior to your appointment and click "Begin Video Visit." Your provider will appear when they're ready for your visit.

4

Electronic Forms for Reference
Conditions of Registration (COR)
Notice of Privacy Practices Acknowledgement
Notice of Privacy Practices Statement

■◀ Begin visit

Step 4: Tap "Allow" to give your browser access to your device's microphone and camera. A hardware test will be done automatically, and the results will then appear. If there are any issues, you can address them at this time.
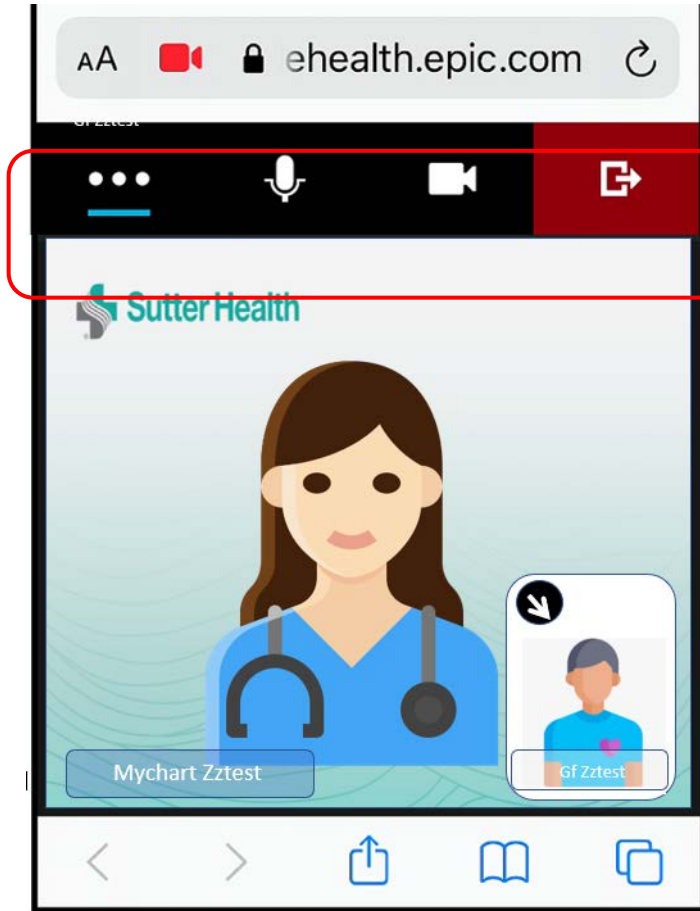

Step 5: By tapping in the Display Name box you may also change your name. Once you are ready, tap "Join Call", and if the provider has not yet joined you will be place in a virtual waiting room.

Note: This will display your video network connection strength.

Tip: Tapping the arrow in your display window will either open or close it.

Step 6: Once the provider starts the visit, you will be joined in the video session.

Menu Bar: Tapping the icon allows you to change the setting.

- Three dots – will display options for Devices, Change Camera, Participants.
- Microphone – mute / unmute
- Camera – Turn on / off
- Red Door – exit the video session

Step 7: When your visit is over, tap the red exit icon to be disconnect.

Don't Forget: Find a private space with good lighting for your visit. Keep your phone charged and nearby in case your provider needs to call you.