

Our video visits are a convenient, secure way to connect to your provider. However, we recognise 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

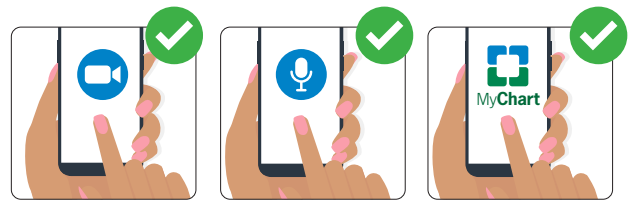
- Use a quiet, well-lit and private space.
- Do not try to multitask.
- Do not connect outside of your home (e.g. the grocery store or coffee shop).
- Do not connect while driving.



PREPARING FOR YOUR VISIT

- Follow the steps at clevelandcliniclondon.uk/mychart.
- 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.
- Ensure the Zoom app is on your device. If it isn't, download it.
- On the device you are using:
 - › If using a mobile device, make sure your Zoom app settings allow access to the microphone and camera.
 - › Turn the volume up.
 - › Close any browsers or applications you do not need.
 - › Ensure pop-up blockers are disabled.
- Practice using Zoom by joining a "test" meeting at zoom.us/test.
 - › Remember: You'll join your appointment from MyChart.
- Having Wi-Fi connection issues with Zoom? The Zoom website offers many tips and tricks.
- Keep the MyChart technical support number handy: +44 (0)20 3423 7008.

MORE INFORMATION

For step-by-step instructions and additional tips, visit clevelandcliniclondon.uk/mychart.