LVHN ExpressCARE Video Visits: Scheduling and Connecting to Your Appointment

An LVHN ExpressCARE Video Visit gives you the option of seeing a doctor or clinician in the comfort of your own home. You can interact with a clinician through live video and audio on your smartphone, tablet or computer by connecting through MyLVHN.org or your MyLVHN app.

SECTION 1

Scheduling your LVHN ExpressCARE Video Visit

For your video visit, you will need:
• An active MyLVHN account.
• Smartphone, tablet or computer.
• A headset or earphones, if available. This makes it easier to hear your provider and may improve the audio quality.

Connecting through smartphone or tablet
• Download the free MyLVHN mobile app from the App Store or Google Play.
• For best experience, use the MyLVHN mobile app to join a video visit from your smartphone or tablet.

The following images reflect a patient scheduling via MyLVHN app. You also can schedule the appointment on a device with a larger screen, such as a laptop. However, to have your video visit appointment, it is recommended that you use the MyLVHN app on a smart device, such as a video-capable smartphone or other video-capable smart device.

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## Scheduling an ExpressCARE Video Visit – From MyLVHN App for mobile device

1. Launch the MyLVHN app from your smart device and log into your account. Tap on the menu, then select "Schedule ExpressCARE Video Visit."
2. Confrm your location. You must be in Pennsylvania to utilize video visits with LVHN.
3. Select the reason for the video visit and tap "Continue." If this is an emergency, please call 911.
4. It is recommended to test your device's sound, camera and microphone to ensure your visit goes smoothly. Once you've ensured your device is working properly, tap "Okay."
5. Select "Put me in line" to wait for the next available clinician.
6. Enter the concern you would like addressed during your visit. Press "Schedule" when done.
7. You have now scheduled your video visit appointment.

## Scheduling an ExpressCARE Video Visit – From MyLVHN.org desktop version

1. Log in to MyLVHN.org from your desktop or laptop computer.
2. Click on "Your Menu" and then go to "Schedule ExpressCARE Video Visit."
3. Next, select "confrm" to confrm that you are in Pennsylvania.
4. Choose the reason for your visit.
5. Select how you will be doing your video visit. Either "My Computer" or "Mobile App."
6. Next, choose when you would like to do your video visit. You can choose from "Put me in line" to see the next available clinician or "Schedule" to schedule a time that is convenient for you.
7. After you make your selection, answer the required question: What is the most important thing you want addressed during this visit?
8. Press "Schedule" to make your video visit appointment.

Note: While you can schedule an ExpressCARE Video Visit through the desktop version of our website (MyLVHN.org), in order to have a video visit, it is recommended that you use the MyLVHN app on your mobile device.
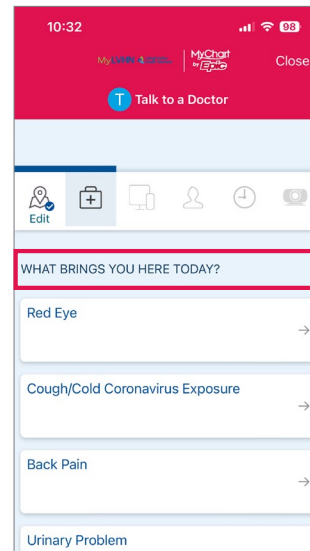
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Step 1: Launch the MyLVHN app from your smart device and log into your account. Tap on the menu, then select "Schedule ExpressCARE Video Visit."
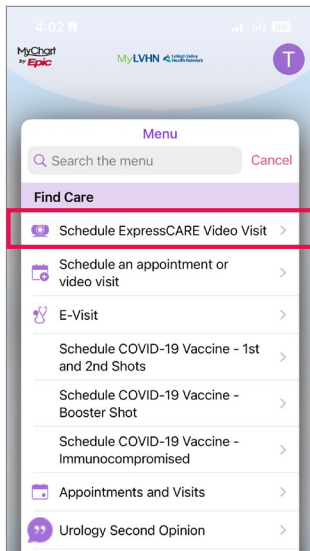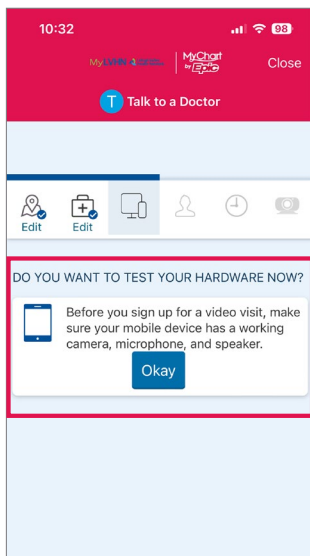
Step 2: Confirm your location. You must be in Pennsylvania to utilize video visits with LVHN.
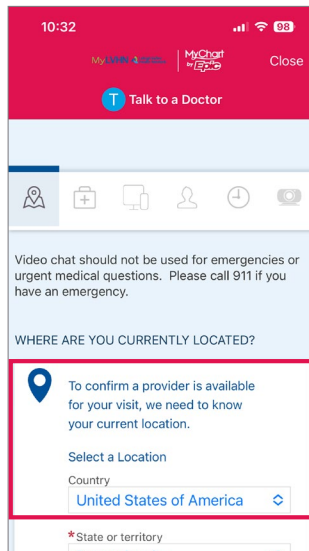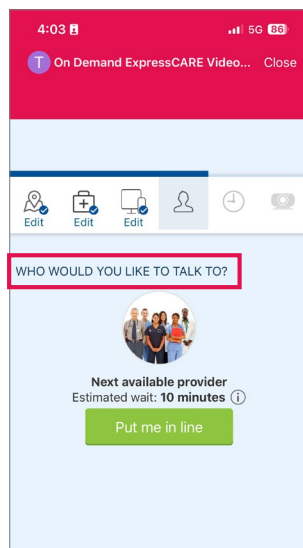
Step 3: Select the reason for the video visit and tap "Continue." If this is an emergency, please call 911.

Step 4: It is recommended to test your device's sound, camera and microphone to ensure your visit goes smoothly. Once you've ensured your device is working properly, tap "Okay."
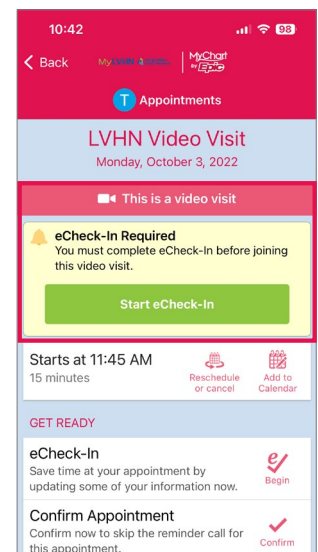
Step 5: Select "Put me in line" to wait for the next available physician.

Step 6: Enter the concern you would like addressed during your visit. Press "Schedule" when done.

Step7: You have now scheduled your video visit appointment.

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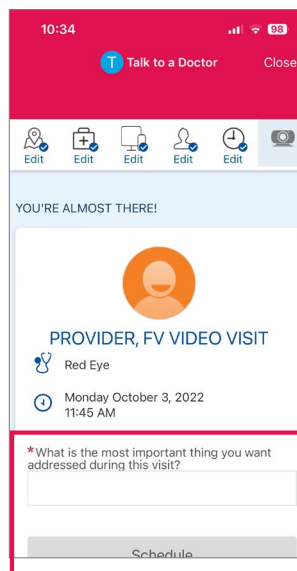
LVHN ExpressCARE Video Visit Instructions

Connecting through smartphone or tablet
- Download the free MyLVHN mobile app from the App Store or Google Play.
- For best experience, it is recommended that you use the MyLVHN mobile app to join a video visit from your smartphone or tablet.

Connecting with a desktop or laptop computer
- Access your MyLVHN account at MyLVHN.org.
- Log in to your MyLVHN account at MyLVHN.org.
- You may have more technical problems using a desktop computer or laptop instead of the MyLVHN app on a smartphone or tablet.
- If you are using a computer, you will use the VidyoConnect desktop client to connect with your provider by browser after beginning the video visit.
- Supported desktop browsers include: Chrome, Firefox, Safari
- You can check your webcam, audio output and microphone under settings to be sure they are working before the video visit.
- All of these features should be working if you recently used them for other video chats or meetings.

Protect your privacy
- Video visits are encrypted and not recorded.
- There is an added layer of security when launching VidyoConnect from within MyLVHN's secure patient portal.
- Each video visit uses a unique meeting number. This greatly reduces the ability for someone else to access your visit.

Before your first visit
- Complete eCheck-in up to seven days before your visit.
- It is helpful to make sure your video, audio and internet connection are working 15 minutes before your video visit.
- Keep your mobile device plugged in or fully charged.
- Seek a strong signal or Wi-Fi connection.

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Connect to your LVHN ExpressCARE Video Visit

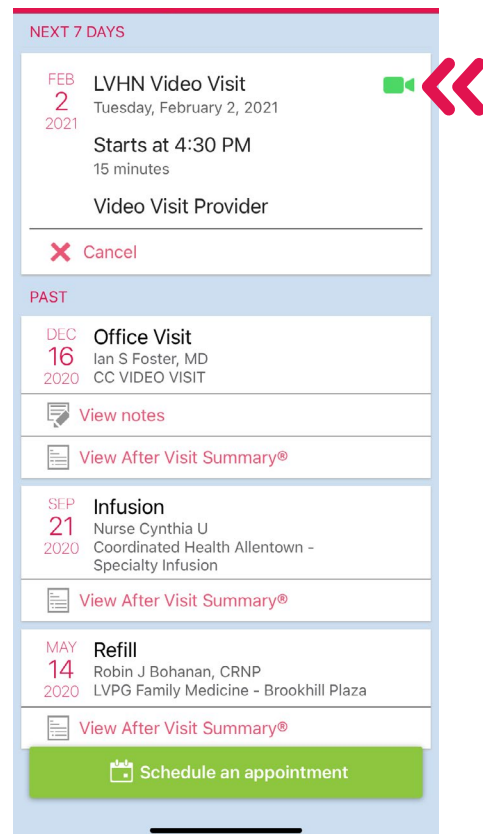Plan to log in 15 minutes before your scheduled appointment time to start your video visit.

Step 1

- Log into your MyLVHN account
- Click the calendar icon for "Visits"
- Locate the Video Visit
- Select eCheck-in

Step 2

- You will be asked to review and confirm your personal info, medications, allergies, insurance and assigned questionnaires.
- Review and sign the LVHN consent to treat for the telemedicine visit.
- If you are completing eCheck-in several days before your visit, you can log out of MyLVHN.

Step 3

- On the day of your appointment, log into MyLVHN 15 minutes before your video visit begins.
- Click the calendar icon for "Visits"
- Click the green camera icon to access your video visit on the MyLVHN app. It will not display until 15 minutes before your scheduled appointment.

NEXT 7 DAYS

FEB 2 2021	LVHN Video Visit Tuesday, February 2, 2021

Starts at 4:30 PM
15 minutes

Video Visit Provider

✕ Cancel

PAST

DEC 16 2020	Office Visit Ian S Foster, MD CC VIDEO VISIT

📝 View notes

📄 View After Visit Summary®

SEP 21 2020	Infusion Nurse Cynthia U Coordinated Health Allentown - Specialty Infusion

📄 View After Visit Summary®

MAY 14 2020	Refill Robin J Bohanan, CRNP LVPG Family Medicine - Brookhill Plaza

📄 View After Visit Summary®

📅 Schedule an appointment

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Step 4
- Select Begin Visit to connect to your video visit.
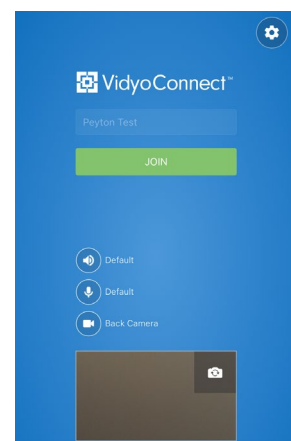- Click Join via the Browser when asked to open page in VidyoConnect application.
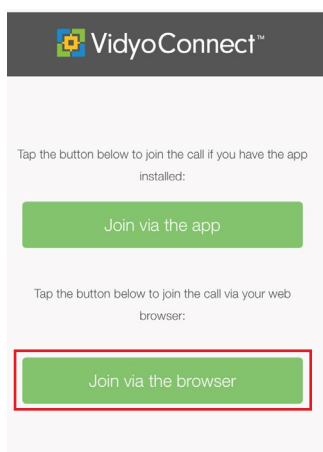
Step 5
VidyoConnect will ask permission to access your microphone and camera. Click OK.
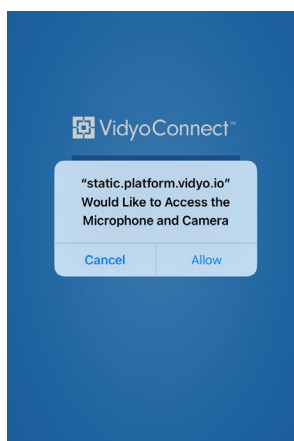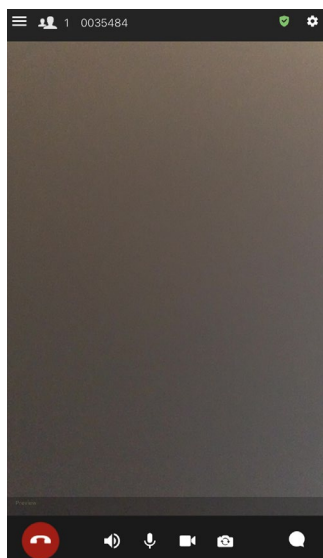

Step 6
Click Join to join the Video Visit.

Step 7
Now that you are connected, you are in a virtual waiting room. The clinician will join you soon.

Step 8
- At the end of your visit, your clinician will log off and the appointment is complete.
- Click the red phone button to end your connection.
- You will receive an After Visit Summary in your MyLVHN account.

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Troubleshooting

If your connection is lost:

- If you can still see your video, the clinician may be able to rejoin soon. Keep the video connection active and do not close the video window.
- If you lose your connection, restart the video visit by following the previous steps. You may be placed in the virtual waiting room until the clinician is able to restart the video visit.
- If the video visit cannot be restarted, your clinician will call you to complete the visit or provide further instructions. Be sure to be near your phone.

Tips and Tricks

- Opt for a Wi-Fi connection instead of a data connection. (Standard data rates apply)
- For the best positioning, stabilize your device on a hard surface or use a device stand.
- Ensure you are in a well-lit room.

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