

Televisits: Frequently Asked Questions

1. How do I tell that my appointment is for a video visit?

There will be a video icon listed in front of your appointment.

A blue rounded rectangular button with a white video camera icon and the text "Virtual Video Visit".

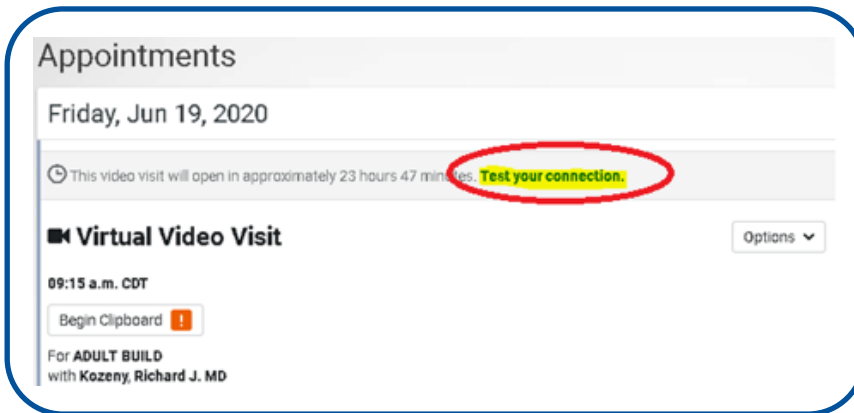
2. How to join a video visit from mystlukes portal?

Joining video visit is easy. Log into mystlukes portal from the browser or healthelife app. Click on appointments on the left hand side of the navigation bar. Click on icon to start the meeting.

A blue rounded rectangular button with a white video camera icon and the text "Join Now".

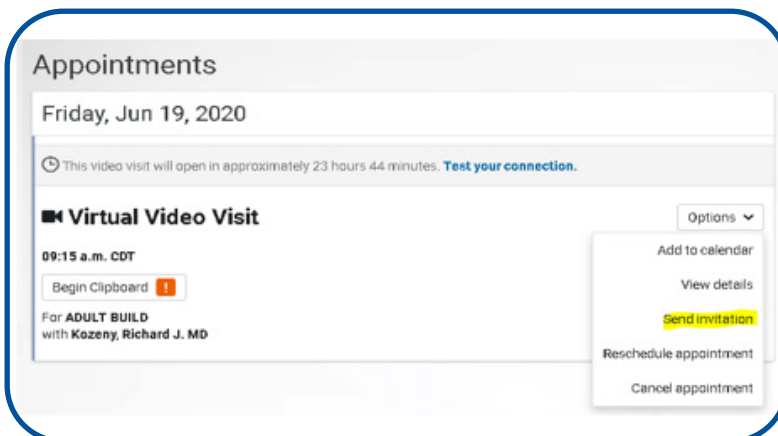
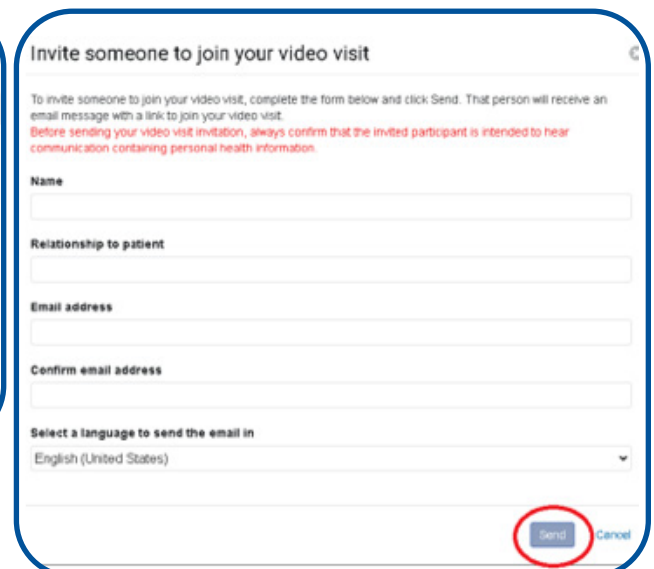
3. Is there a way to test video and microphone connection prior to visit?

Yes, you can test your connection prior to your appointment by clicking on "Test your connection" link.

A screenshot of the "Appointments" page for Friday, Jun 19, 2020. It shows a "Virtual Video Visit" at 09:15 a.m. CDT for "ADULT BUILD" with "Kozeny, Richard J. MD". A "Test your connection" link is highlighted with a red circle. Other elements include "Begin Clipboard" and "Options" dropdown.

4. Is there a way to invite family members to join my video visit appointment?

Yes, you can send them an invitation to join your video visit by clicking on options and selecting send invitation. Type in their name, relationship and their email address to invite them to your appointment. Fill out necessary fields and click on "Send Invitation" button to invite them.

A screenshot of the "Appointments" page showing the "Options" dropdown menu open. The "send invitation" option is highlighted in yellow. Other options include "Add to calendar", "View details", "Reschedule appointment", and "Cancel appointment".A screenshot of the "Invite someone to join your video visit" form. It includes fields for Name, Relationship to patient, Email address, and Confirm email address. A dropdown menu for "Select a language to send the email in" is set to "English (United States)". A "Send" button is circled in red at the bottom right.

5. Do family members need their own mystlukes portal account to join the video visit from the invitation?

No, they're not required to have mystlukes portal account to join your video visit. Family members are able to join the video visit using their mobile web browser or their normal desktop/laptop web browser.

6. What browsers can I use when joining mystlukes video visit?

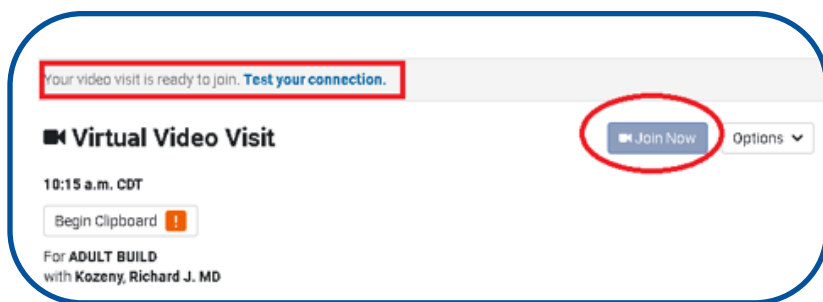
- **Microsoft Edge** (version 79 and later), for Windows
- **Google Chrome** (Version 78 and later) for MacOS, Windows and Android
- **Safari** (version 12 and later), for macOS, iOS, iPadOS
- **Mozilla Firefox** (version 60 and later), for macOS and Windows

7. How soon can I join the video visit?

We recommend to join 15 minutes prior to your appointment start time.

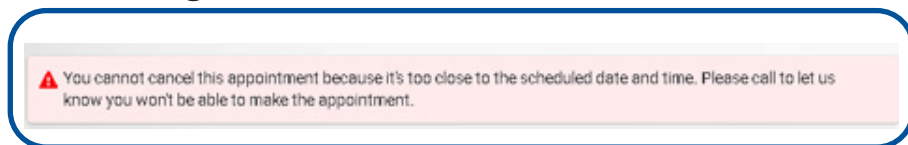
8. How do I join the videovisit?

The join now button will be listed next to options 30 minutes prior to your appointment. Click on the “**Join Now**” to join the appointment.



9. Can I cancel my appointment online?

No, you can send a request to your physician office by clicking on options and selecting cancel appointment. Fill out required fields as necessary. If you're video visit already started you will get a below message alert.



10. How do I disconnect video visit?

Click on the “hang up” button.

11. What if disconnected my video call by a mistake?

As long your appointment has not expired and the provider has not completed the visit you can re-join the video visit by clicking on “**join now**”.