



Virtual Care

Joining your MyCare
Video Visit

ROCHESTER
REGIONAL **HEALTH**

Getting Started

Technology Requirements:

MyCare can run on various platforms such as Apple/Android mobile devices and Windows and Mac computers.

Approved Browsers: Safari, Edge or Chrome.

It is recommended to keep your devices up to date.

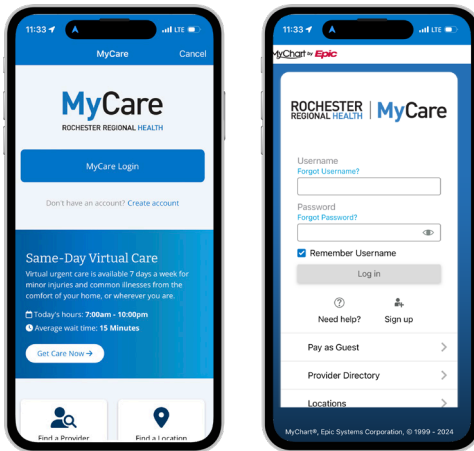
Install the **MyCare** application. Download the **MyCare** app from your app store, or using an approved browser, go to mycare.rochesterregional.org.

The MyCare App is powered by MyChart® licensed from Epic Systems Corporation, © 1999 - 2024.



For assistance, please call MyCare Patient Support Team at **585-922-1234** or email mycare@rochesterregional.org

Log in using your MyCare username and password.
If you don't have a MyCare account, select Sign Up Now.



My Virtual Care Checklist

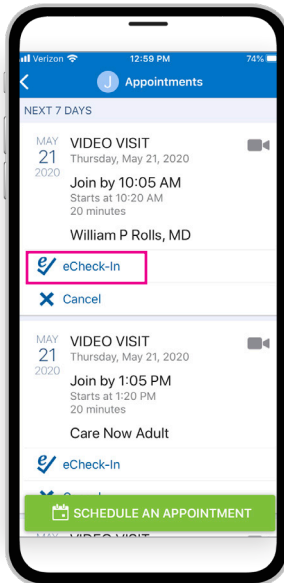
- I have a fully-charged device with a camera, speaker, and microphone. (Device Examples: computer, tablet, laptop or a smartphone)
- I have reliable access to Internet via WiFi or a cellular data connection.
- I have a quiet and private place with good lighting for my video visit.
- I have my list of questions ready.
- I have my medications nearby for when they ask me what I'm taking.
- My provider's office knows if I need translation or additional support, including having a family member or caregiver join the visit.
- If you have support or a family member who will be joining your virtual visit from another location, please inform your office ahead of time.
- I've closed all extra windows, tabs, or applications on my device and asked anyone in my house to limit internet usage during my visit.

eCheck-in

eCheck-in will be available 3 days prior to your scheduled video visit. You must complete this in order to connect to your video visit. Please allow yourself 15 minutes to complete the eCheck-in.

Be prepared to provide:

- Insurance information (if changes have been made or it has not been previously entered)
- Payment information (credit card, HSA or debit card)



Information Verification

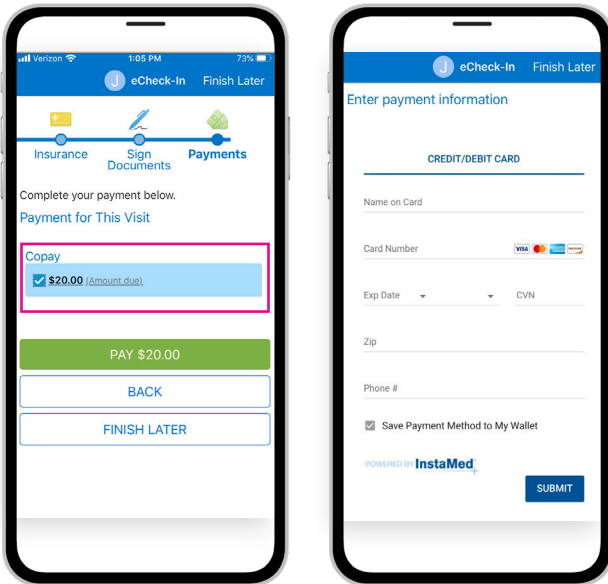
During the eCheck-in, you will be asked to confirm or update personal and medical information and pay your co-pay. Please follow instructions on each screen.

Patient Consent:

You may be asked to sign a consent form if one is not on file. Select Review and Sign to access the Video Visit Consent Form.

Payment:

You will need a valid credit, debit, or HSA card to pay for your visit. Follow the instructions to enter your payment info when prompted. Please note that your card will not be charged until the claim is processed through your insurance carrier.

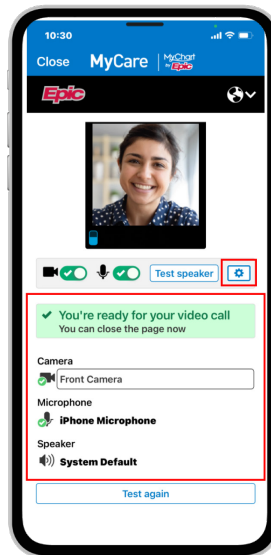
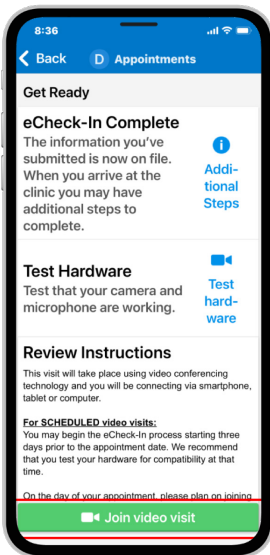


Hardware Test

Select “**Join Video Visit**”.

Just prior to joining the visit, you will be prompted to test your microphone, speaker and camera. You may make changes by pressing the **Gear** icon if needed.*

*If joining from a mobile device, there is an option to test your hardware in advance.



Connecting

After completing the eCheck-in and hardware test, select “**Join Visit**” to start the visit.

Note: You may join the video visit 30 minutes prior to the scheduled appointment.



After Your Visit

An after-visit summary will be available in your MyCare account shortly after the visit is complete.

Select the “Visits” icon to view your after-visit summary.

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