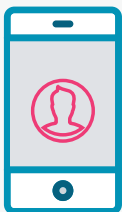# *my* UPMC Video Visits

Has your provider scheduled a MyUPMC Video Visit for you?
All you need is:

1.

A smartphone, tablet, or computer
with access to a camera and microphone

2.

my UPMC

A MyUPMC account
with proxy access if the visit is for a pediatric patient

3.

Scheduled Video Visit appointment

4.

An approved browser
Safari for iOS/MAC and Chrome or Edge for Android/Windows

Preparing for Your Video Visit

Connect to Your Video Visit with MyUPMC

You will need a MyUPMC account for your video visit. If the scheduled video visit is for your child, you will need proxy access. Proxy access allows you to manage the care of your child through your MyUPMC account. If you do not have a MyUPMC account, you can create one by visiting MyUPMC.com or by downloading the MyUPMC app on your smartphone or tablet. To set up proxy access, visit MyUPMC.com. Once you have an account and are signed in:

1. Click **"MANAGE YOUR FAMILY'S HEALTH"**

2. Under **"ADD ACCOUNTS"** select **"CHILD PATIENT (UNDER 18)"**

3. Enter your child's details and submit

4. You will get a confirmation message when the linking is complete.

If you have multiple children, you can add them all to your MyUPMC account to access their information easily. Please note that requesting proxy access through MyUPMC typically takes one to two business days.

If you are planning to use a smartphone or tablet to conduct your video visit, you will need to have the MyUPMC app on that device. Once downloaded, log in and ensure you can access the MyUPMC app from your device to have a smooth video visit.

You will also need to have an approved browser downloaded on your device to conduct your video visit. Recommended browsers are Safari for iOS/MAC and Chrome or Edge for Android/Windows.

Download on the **App Store**

GET IT ON **Google Play**
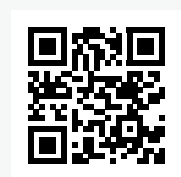
> **"I do not consider myself technically savvy, but this was so easy to do!"**
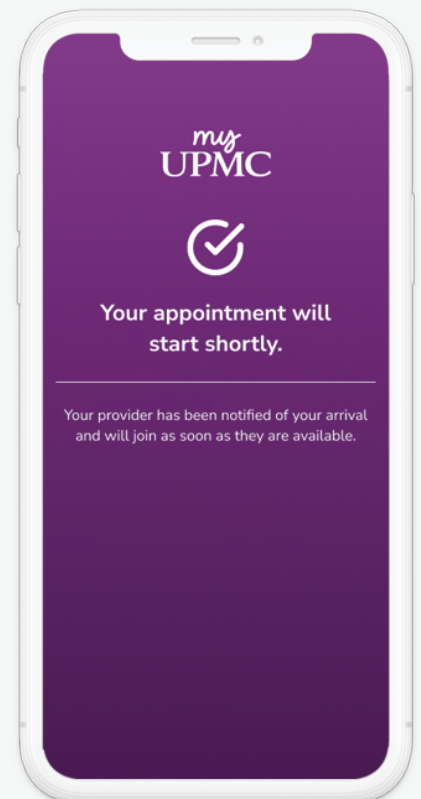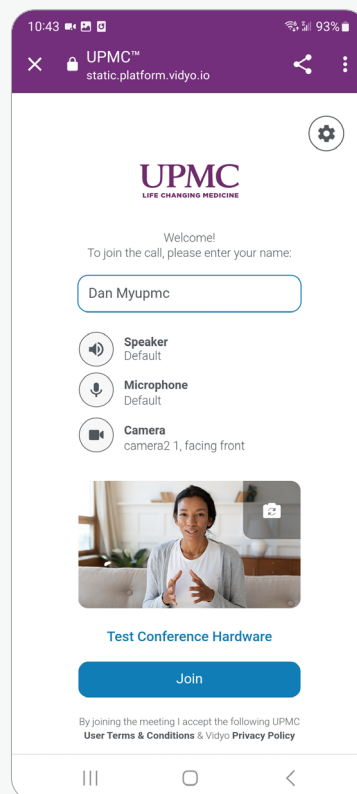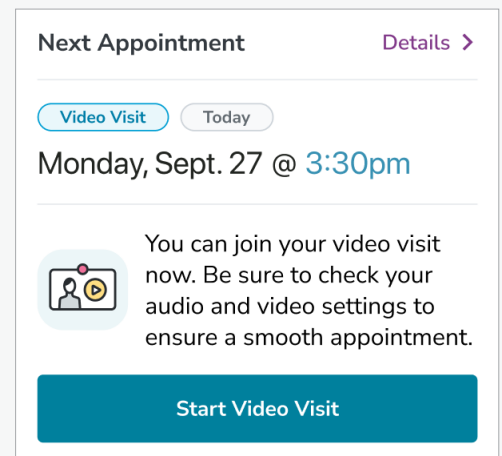>
> *– UPMC patient*

Start Your Video Visit on Mobile

You can log in to your visit up to 30 minutes prior to the appointment. To begin your visit:

- Log in to your MyUPMC account on the MyUPMC app. If the video visit is for your child, switch to viewing your child's account using the account profile icon in the top right corner.

- Locate the scheduled appointment date and time under **NEXT APPOINTMENT**. The **"START VIDEO VISIT"** button will not appear until 30 minutes before the scheduled appointment time. When ready, click the **"START VIDEO VISIT"** button.

- You will be able to check your audio and video settings prior to joining. When ready, enter your preferred name and click the blue **"JOIN"** button.

- Please know that just like a regular visit, the provider may not join right at the scheduled time of the appointment. They will join the video visit as soon as they can.

- The provider can add additional attendees to the appointment, such as family members or interpreters, if notified prior to your video visit.

- During the visit, you will be able to message all video visit attendees with additional medical details or follow-up questions.

- End the visit by pressing the red button on the left.

- If you happen to get disconnected, simply log back in using the instructions above.

Next Appointment   Details >

(Video Visit) (Today)

Monday, Sept. 27 @ 3:30pm

You can join your video visit now. Be sure to check your audio and video settings to ensure a smooth appointment.

Start Video Visit

10:43   📶 📶 93%

✕   🔒 UPMC™
          static.platform.vidyo.io   ⌄ ⋮

⚙

UPMC
LIFE CHANGING MEDICINE

Welcome!
To join the call, please enter your name:

Dan Myupmc

🔊 **Speaker**
     Default

🎤 **Microphone**
     Default

📷 **Camera**
     camera2 1, facing front

Test Conference Hardware

Join

By joining the meeting I accept the following UPMC
User Terms & Conditions & Vidyo **Privacy Policy**

my
UPMC

✓

Your appointment will start shortly.

Your provider has been notified of your arrival and will join as soon as they are available.

You'll be placed in a virtual waiting room while you wait for your provider to join.

Need help? Call the MyUPMC Support Line: 1-866-884-8579.
If you need to change your appointment, please contact your provider's office.

Start Your Video Visit on Desktop

You can log in to the video visit up to 30 minutes prior to the appointment. To begin the visit:
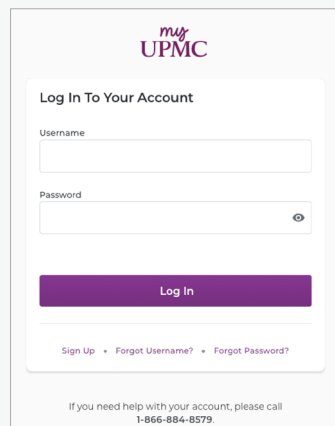
How to Prepare:

1. Open your web browser and go to MyUPMC.com (We recommend using Safari for Mac or Chrome or Edge for Windows).

2. Log in to your MyUPMC account by clicking the **"LOG IN"** button.
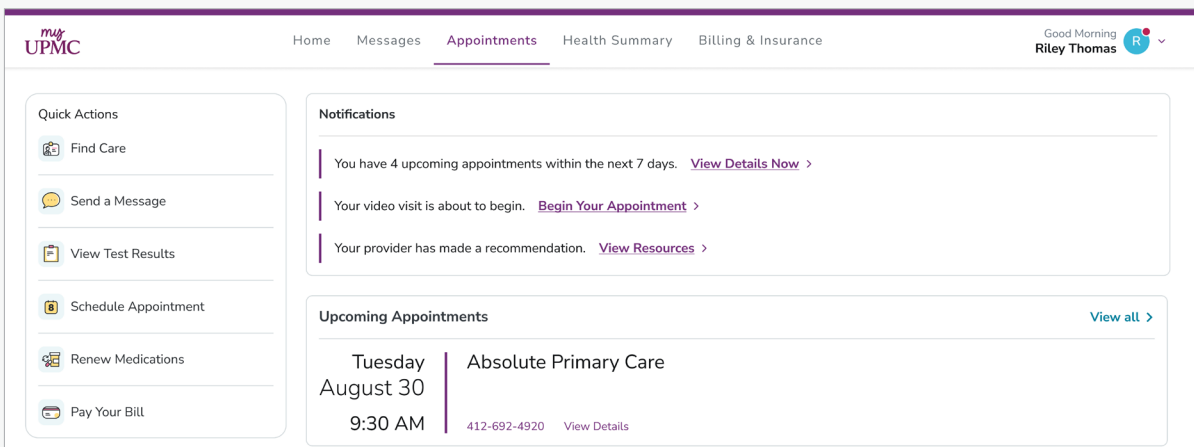

NOTE: If you do not have a MyUPMC account, you can register for one by clicking the Sign Up button at the top right of the page.
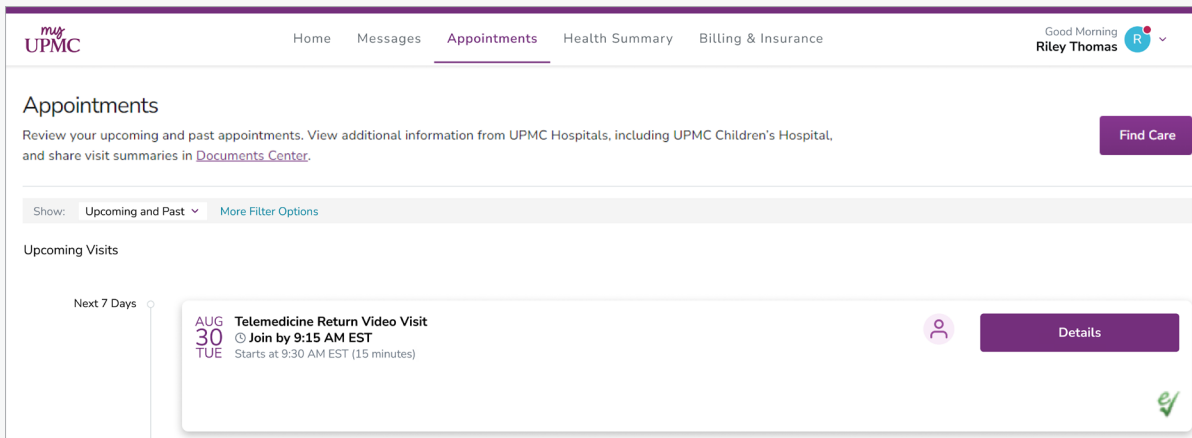
3. Click **"LOG IN"** after entering your username and password

4. On the home page, click on the **"APPOINTMENTS"** link in the menu on the top of your screen to see the list of all upcoming appointments, which includes video visits.

5. Under **UPCOMING VISITS**, click the purple **"DETAILS"** button next to the appointment to continue.

6. You can click on the **"JOIN VIDEO VISIT"** button up to 30 minutes before the appointment to join the call.
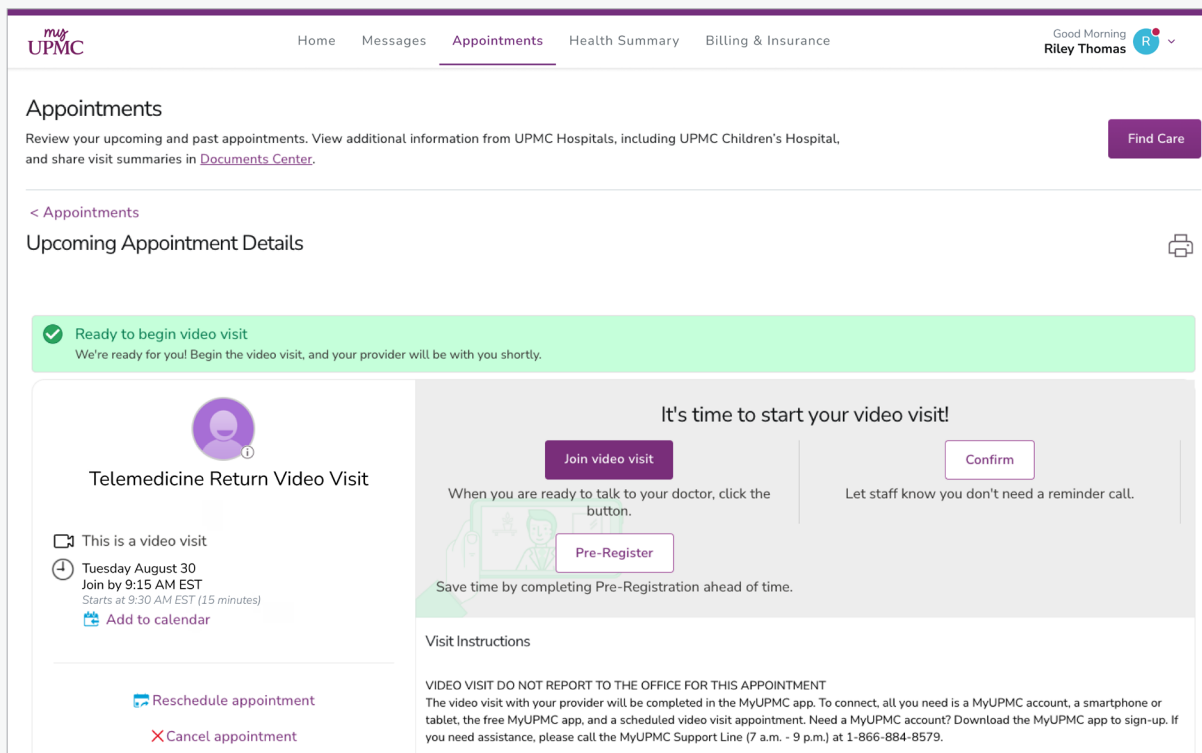
Need help? Call the MyUPMC Support Line: **1-866-884-8579**.
If you need to change your appointment, please contact your provider's office.
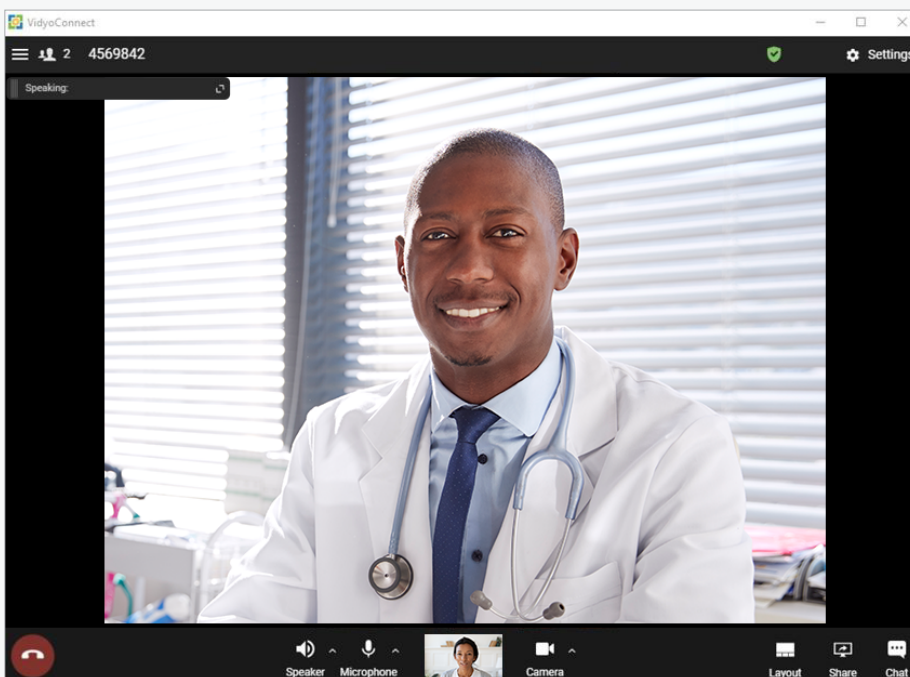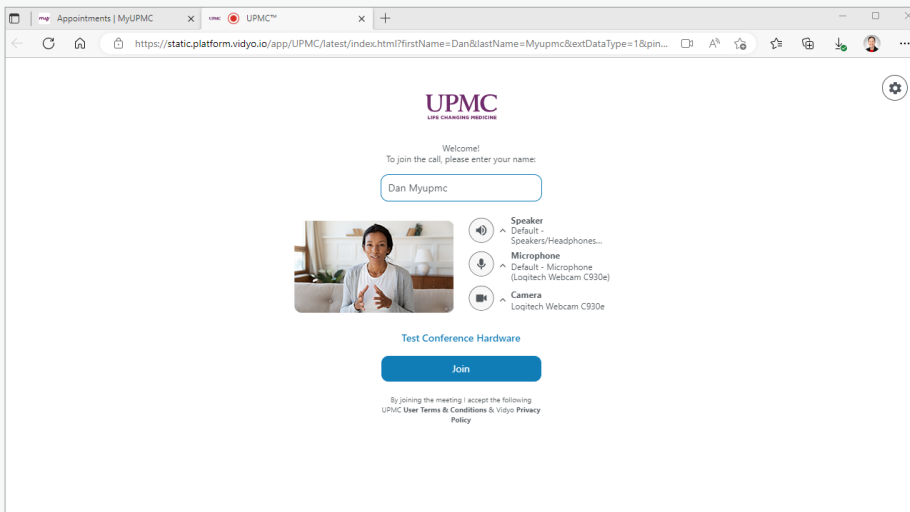
7. You will be able to check your audio and video settings prior to joining. When ready, enter your preferred name and click the blue **"JOIN"** button.

Please know that just like a regular visit, the provider may not join right at the scheduled time of the appointment. They will join the video visit as soon as they can.

The provider can add additional attendees to the appointment, such as family members or interpreters, if notified prior to your video visit. During the visit, you will be able to message all video visit attendees with additional medical details or follow-up questions.

End the visit by pressing the red button on the left.

If you happen to get disconnected, simply log back in using the instructions above.

Frequently Asked Questions (FAQ)

What is a video visit?

MyUPMC Video Visits allow you to use your phone, tablet, or computer to meet with your care provider through a scheduled video visit.

How does a video visit appointment work?

You will use the camera on your phone, tablet, or computer to see yourself and other video visit attendees on the screen. The visit will be like an in-person visit where you can both ask and answer questions, and the provider can view a specific area of your body with the camera, such as an incision. They can also order prescriptions and therapies just as they do now.

What is MyUPMC?

MyUPMC is our patient portal where you can have video visits, and also where you can access your test results, message your provider, make appointments, and more.

Is a MyUPMC Video Visit the same as UPMC AnywhereCare?

Your MyUPMC Video Visit is a scheduled video appointment with your care provider. UPMC AnywhereCare visits are also delivered via video, but are for patients with non-emergency symptoms and without a scheduled appointment to get quick online access to high-quality care.

Why can't I just use Skype, or FaceTime like I do with my family?

Using MyUPMC protects your private information.

Is my medical information and visit safe and secure?

Yes, your video visit is entirely private and confidential. The MyUPMC app is 100% HIPAA compliant. Remember to hold your visit in a private, secure location.

Will I receive a summary of my visit?

Yes. You will receive an after-visit summary that can be viewed by logging in to your MyUPMC account through a web browser at MyUPMC.com.

How can I get proxy access for my child?

To get proxy access, talk to a member of your child's care team. You can also sign up online at MyUPMC.com by following the steps on page two. Requesting proxy access through MyUPMC typically takes one to two business days.

Tips for a Successful Visit

- Make sure your device is fully charged.
- Have a strong internet connection.*
- Close all other apps.
- Avoid an area that is too bright or too dark.
- Wear loose-fitting clothing in case the provider would like to look at an incision or body part.
- Make sure you are in a private and safe area (e.g., do not drive during the appointment)
- Hold the device at eye level. A mobile device stand is helpful.

Please note that if using cellular data, you may be subject to charges from your wireless carrier.

Need help? Call the MyUPMC Support Line: **1-866-884-8579**.
If you need to change your appointment, please contact your provider's office.