



# *my* UPMC Video Visits

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

1.



**Mobile phone  
or tablet**

2.



**The MyUPMC app**

3.



**Scheduled  
telemedicine  
appointment**

# Download the MyUPMC App

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## Connect to Your Video Visit with MyUPMC

Do you have a MyUPMC account? You will need a MyUPMC account and the MyUPMC app for your video visit. If you do not have a MyUPMC account, download the MyUPMC app on your mobile device and click on **“Create Account”** to sign up.

You will use the MyUPMC app for your video visit. **Be sure to download and ensure you can access the MyUPMC app from your device to have a smooth video visit.**



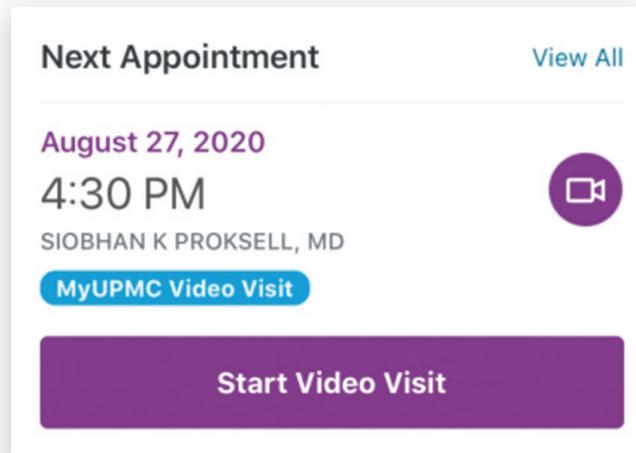
**“I do not consider myself technically savvy, but this was so easy to do!”**

*- UPMC patient*

# Start Your Video Visit

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

- Log in to your MyUPMC account on the MyUPMC app and locate your scheduled appointment date and time under **NEXT APPOINTMENT**.
- The **“START VIDEO VISIT”** button will not appear until 30 minutes before your scheduled appointment time. When ready, click the purple **“START VIDEO VISIT”** button.
- You’ll be the only person present in your video screen while waiting for your doctor to join. Please know that just like a regular visit, your doctor may not join right at the scheduled time of your appointment. They will join your video visit as soon as they can.
- End the visit by pressing the red **“END VISIT”** button.
- If you happen to get disconnected, you can simply log back in using the instructions above.

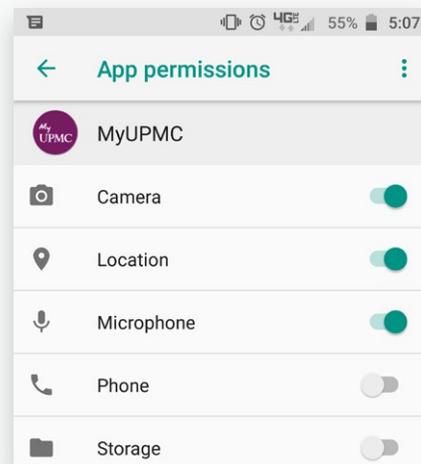


If you get a message that says, **“Cannot begin video visit,”** go to your phone settings and select the MyUPMC app to allow the camera and microphone permissions.

## Apple iOS



## Android



Need help? Call the MyUPMC Patient Support Line: **1-866-884-8579**, Option 2.  
**If you need to change your appointment, please contact the doctor's office.**

# Frequently Asked Questions (FAQs)

## What is a video visit?

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

## How does a video visit appointment work?

You will use the camera on your phone to see both yourself and your provider 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 doctor, 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 regular 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 into your MyUPMC account through a web browser at MyUPMC.com.

## Can I have a video visit on a computer or laptop?

You will need to use a mobile device for your video visit. Be sure to download the MyUPMC app to your mobile device and create or access your MyUPMC account on your device.

## 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.*

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