

## Preparing yourself for the appointment

- Take a minute or two to jot down any questions you may have.
- Make sure you are dressed comfortably and appropriately for a medical appointment.
- Find a quiet space where you will not be interrupted. You'll feel more comfortable with this privacy, and you're less likely to be distracted during the appointment. Your family members are welcome to join you.
- Locate the camera on your device. Set the camera at eye level to make it easy for the Mayo Clinic provider to see and talk with you.
- Adjust the lighting. Turn on overhead lights and block light from windows, which can lead to too much background light in the video.

## During the appointment

- Ask questions like you would during a face-to-face appointment.
- Give the provider a complete explanation of your medical issue and symptoms.
- Listen closely.
- Make sure you're looking into the camera and staying close to your device so you can be seen and heard.

## After the appointment

The Mayo Clinic provider will complete a note summarizing your appointment. You can view this note in your Patient Online Services account.

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# Your Video Appointment

## at home

### What are some benefits of a video appointment?

With a video appointment, you stay home in a familiar and comfortable environment.

Additionally, you'll save travel time and costs. Consider what you save with a Mayo Clinic video appointment

- ✓ time you would spend on making travel arrangements
- ✓ time away from work or school or other local activities
- ✓ transportation, hotel and meal costs for you and people traveling with you
- ✓ costs for the care of those who stay home while you travel

With video appointments, you can take advantage of the benefits of cost, comfort, and convenience.

## What is a video appointment?

A video appointment is similar to a face-to-face appointment. However, you use video software to talk with your provider instead of going to a Mayo Clinic facility.

Basically, you'll talk with your provider using a computer, tablet, or smartphone with an internet connection. You may have already used similar software to have video conversations with friends or family.

Your video appointment will be secure. Only you, the provider, and anyone else who has been asked to participate, will see and hear the visit. Mayo Clinic does not record the appointment.

## Patient Online Services

You'll need a Patient Online Services account for your video appointment.

If you already have an account, great. If you need to create an account:

- Go to [mayoclinic.org/onlineservices](https://www.mayoclinic.org/onlineservices)
- Select the words "Create your account" on that page.
- Follow the onscreen instructions. Make sure you have your Mayo Clinic number available.

You can also call Mayo Clinic Customer Assistance at 877.858.0398 between 7 a.m. and 7 p.m. CT Monday through Friday for help.

## On the day of your appointment, complete eCheck-In

At least 15 minutes before your appointment, but any time on the day of your appointment, you'll need to complete some pre-appointment tasks. To do this,

- Go to the Appointments section in Patient Online Services.
- locate your video appointment.
- Select the eCheck-In button.
- Follow the onscreen instructions.

eCheck-In must be completed before you can begin your video appointment.

## If you're using a computer

- Log in to Patient Online Services.
- Go to the Appointments section.
- Select the word "Details" next to the video appointment.
- Select "Begin Video Appointment."

If the video software, Zoom, is not on your computer, it will be downloaded automatically. Follow the on-screen instructions. Once Zoom is installed, you'll be greeted by a Mayo Clinic staff member who will then connect you to your provider.

## If you're using the Mayo Clinic App

### And Zoom is already installed

- Log in to Patient Online Services on the app.
- Go to the Appointments section.
- Select "Begin Video Appointment."

You'll be greeted by a Mayo Clinic staff member.

### And Zoom isn't installed

- Log in to Patient Online Services on the app.
- Go to the Appointments section.
- Select "Begin Video Appointment."

You'll be taken to the app store. You'll need to download the Zoom application. Once downloaded, return to the Mayo Clinic App. Then

- Select "Begin Video Appointment."
- You'll be greeted by a Mayo Clinic staff member.