


## Video Appointments

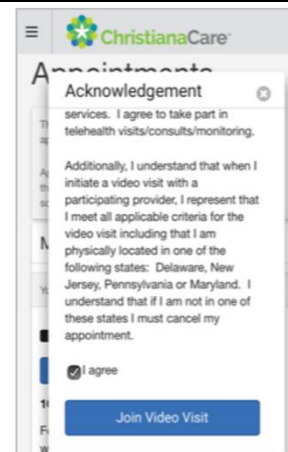
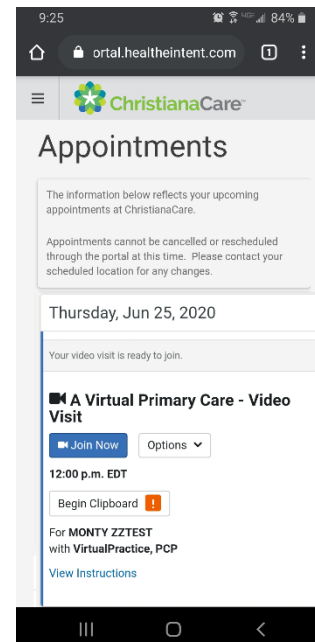
Some appointments are Video enabled so that you can connect with your care team virtually through the ChristianaCare Patient Portal.

There are three ways to join a video visit. Click a link below to view the instructions for each way.

- [Using the ChristianaCare Patient Portal App on your mobile device \(recommended\).](#)
- [Using Google Chrome or Safari browser on your mobile device to log into the Patient Portal.](#)
- [Using Google Chrome or Safari browser on your personal computer equipped with camera and microphone to log into the Patient Portal.](#)

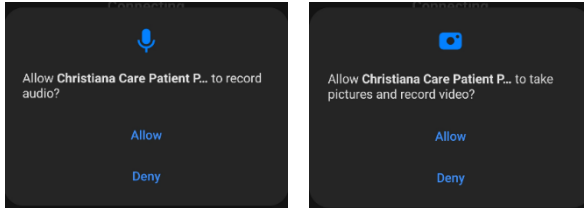
### To Join a Video Visit using the ChristianaCare Patient Portal App on your mobile device:

1. Download the ChristianaCare Patient Portal App: [iOS](#) | [Android](#) or search for "Christiana Care Patient Portal" in your device's app store.
2. Close to the time of your scheduled Video Visit, sign into your patient portal account from the app on your mobile device.
3. Scroll down to the Appointments section.
4. Appointments that are Video enabled will display a Camera icon. 
5. The option to Join Now will display closer to the time of your scheduled appointment. Tap **Join Now**.
6. The Acknowledgement will open. This is our Telehealth Consent for Treatment. Please read this, scroll to the bottom and **tap the box for I Agree**. You will then be able to tap **Join Video Visit**.

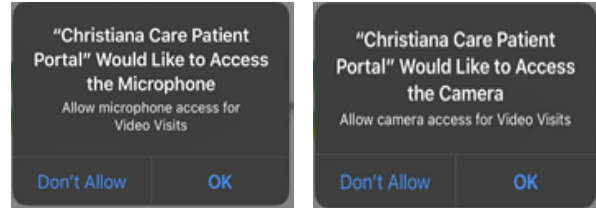


- If this is your first video visit, you may be prompted to allow the app to record audio/access the microphone, take pictures and record video/access the camera. You must tap "Allow" or "OK" on the prompts in order to join.

### Android

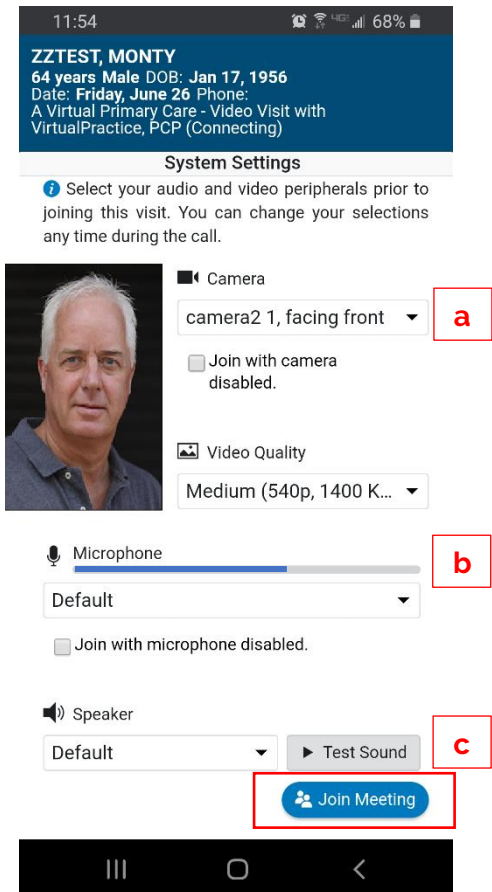


### iPhone



- Next, you will see the System Settings screen. Validate that:

- your camera is on and you can see yourself.
- your microphone is on by speaking; you'll see a moving blue bar under Microphone when you speak.
- your speaker works; click **Test Sound**, you should hear music play.



- When finished, tap **Join Meeting**.

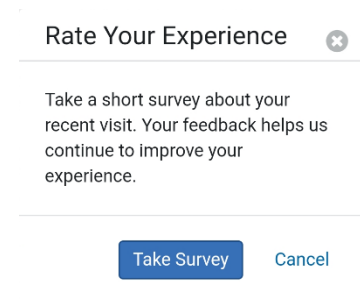
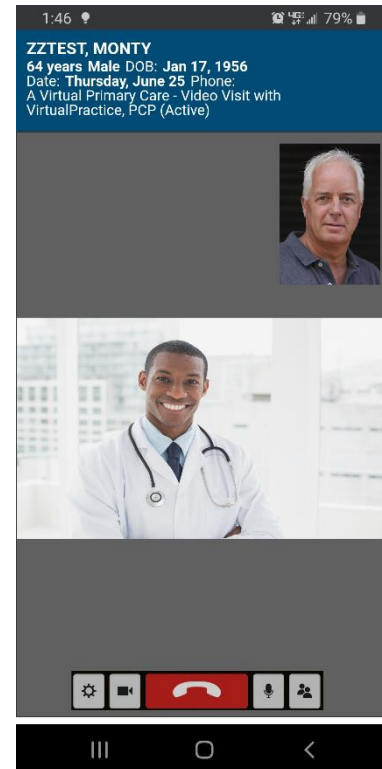
10. When you join, you may see "Connecting" until the caregiver joins. Once the caregiver joins, he/she will be pictured in main screen and you will see yourself in a smaller window.

There are 4 buttons at the bottom of the screen:

- Gear icon- allows you to verify/change your audio/visual settings.
- Camera icon - switch from front facing camera to rear facing camera.
- Red phone icon – this is to end your visit.
- Microphone icon – this will mute your line and prevent the caregiver from hearing you.
- Participant icon- this will show you a list of all participants on the video visit.

The buttons may disappear after a few seconds. To view them again, tap your screen.

11. Once your visit with the caregiver is complete, tap the red phone to disconnect.
12. Back in your patient portal, you will see a survey. Please take a moment to provide feedback about your visit by tapping **Take Survey**.





### To Join a Video Visit using a browser on your mobile device:

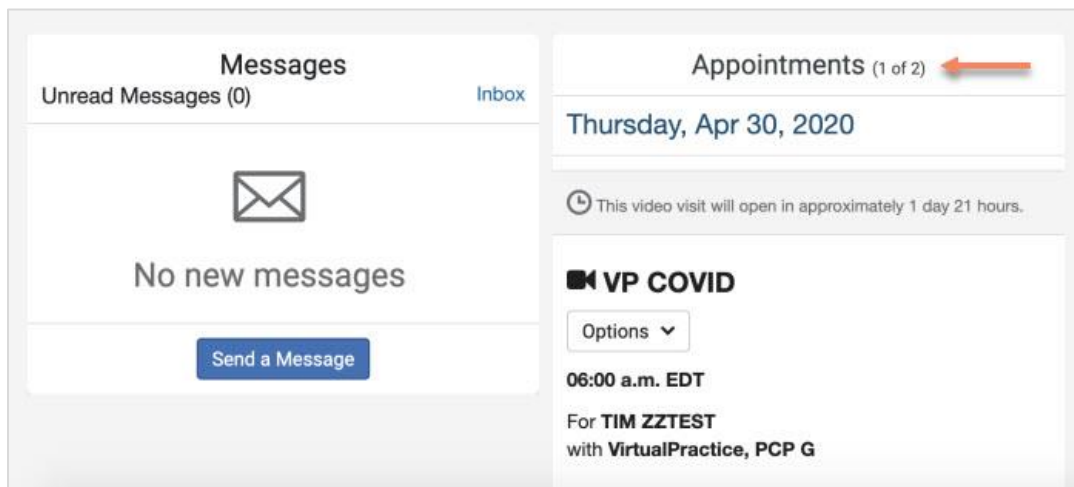
1. Close to the time of your scheduled appointment, open the recommended browser for your phone: Google Chrome (Android) or Safari (iPhone).
2. Navigate to <https://christianacare.org/patients/myhealth/>.
3. Tap **To get started, login to your Portal**.
4. Enter your Email address or username and Password; then tap **Sign In**.
5. Follow Steps 3-12 in "[To Join a Video Visit using the ChristianaCare Patient Portal App on your mobile device](#)".

## To Join a Video Visit using your personal computer:

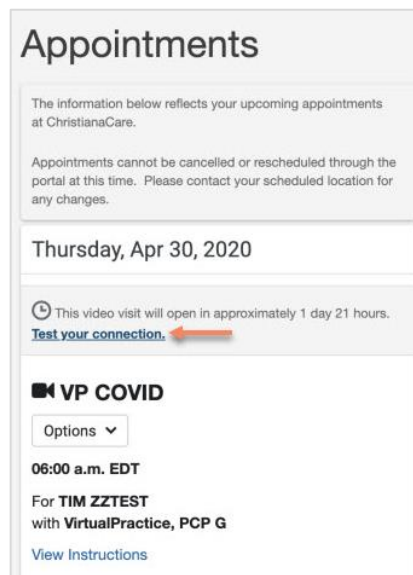
### Test your connection

Before your scheduled visit, it is important to test your connection to make sure your camera and microphone are enabled for use by the Video Visit.

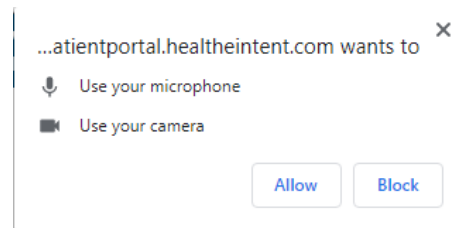
1. Use the recommended web browser for best performance.
  - Windows: Google Chrome
  - Mac: Safari
2. Navigate to <https://christianacare.org/patients/myhealth/>.
3. Click **To get started, login to your Portal**.
4. Enter your Email address or username, Password, then click **Sign In**.
5. Scroll down to the Appointments section.
6. Click on the **Appointments heading**.



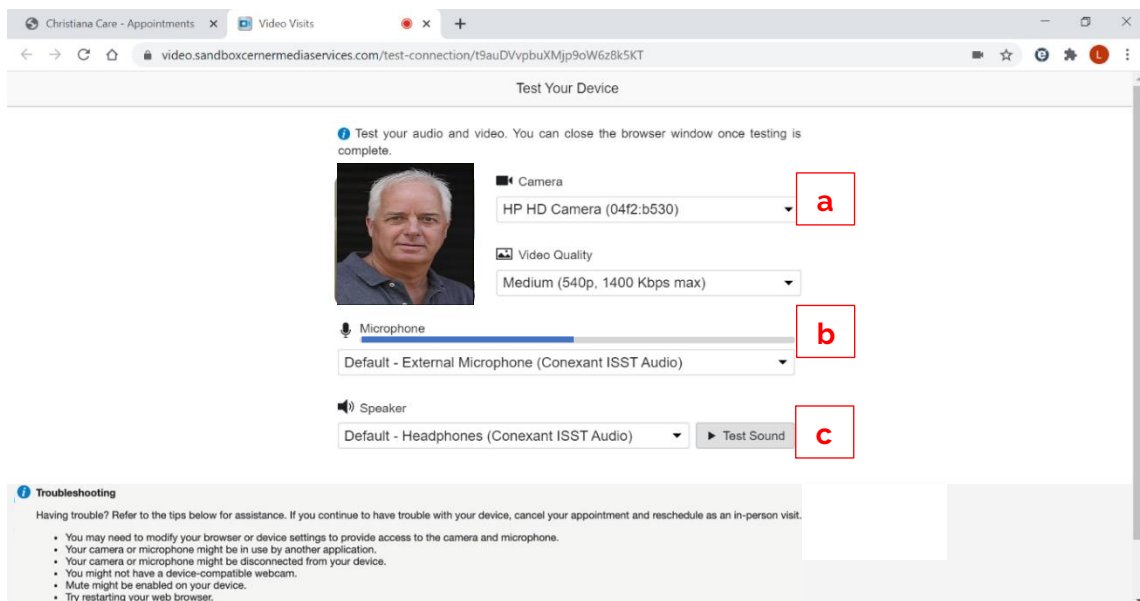
7. Click **Test your connection**.



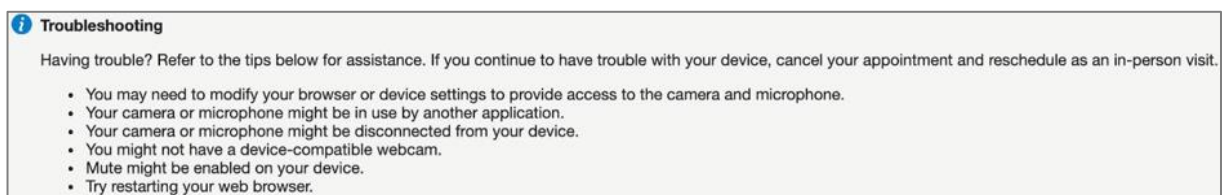
8. You may be prompted to allow access to your microphone and camera. Click **Allow**.



9. On the Test Your Device screen, validate that
- your camera is on and you can see yourself.
  - your microphone is on by speaking; you'll see a moving blue bar under **Microphone** when you speak.
  - your speaker works; click **Test Sound**, you should hear music play.




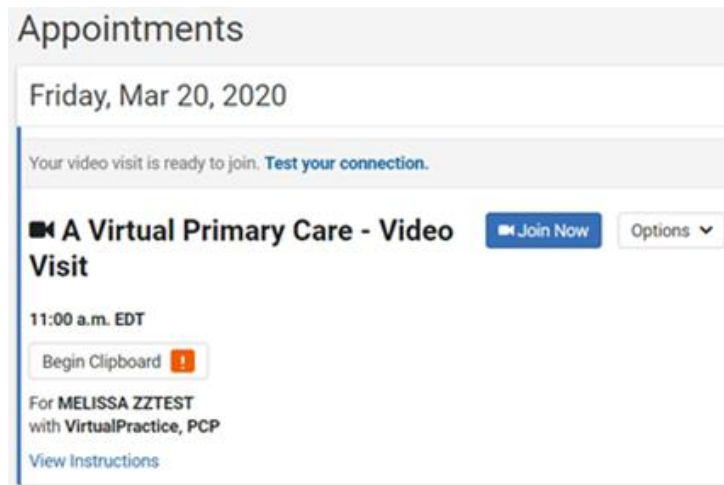
10. If you have issues, there are some troubleshooting steps you can try to resolve the issue.



11. When finished testing your connection, you can close the browser window by clicking the **X** in the upper right corner.

### Join a Video Visit on your computer:

1. Close to the time of your scheduled Video Visit, log into your patient portal account on your computer at <https://christianacare.org/patients/myhealth/>.
2. Scroll down to the Appointments section.
3. Appointments that are scheduled as Video Visits will display a Camera icon. 
4. The option to **Join Now** will display closer to the time of your scheduled appointment.



5. The Acknowledgement will open. This is our Conditions for Treatment and Financial Responsibility Consent. Please read this, scroll to the bottom and select the box for **I Agree**. You will then be able to click **Join Video Visit**.

### Acknowledgement

The Christiana Care Conditions for Treatment and Financial Responsibility consent can be found on the Christiana Care website by clicking on one of the following links: [English version](#), [Spanish version](#), [Simplified-Chinese version](#).

By signing below you, the patient or legal representative, are certifying that you are able to access the Christiana Care Conditions for Treatment and Financial Responsibility consent and that you have read and understand the statements outlined. In addition, you understand that you have the right to ask your provider/care team member any questions you have regarding your consent prior to your visit.

Additionally, you understand that when you initiate a telehealth visit with a participating provider, you represent that you meet all applicable criteria for the visit including that you are physically located in the following states Delaware, New Jersey, Pennsylvania or Maryland.

By signing below, you acknowledge that you have read and understand the ChristianaCare Conditions for Treatment and Financial Responsibility.

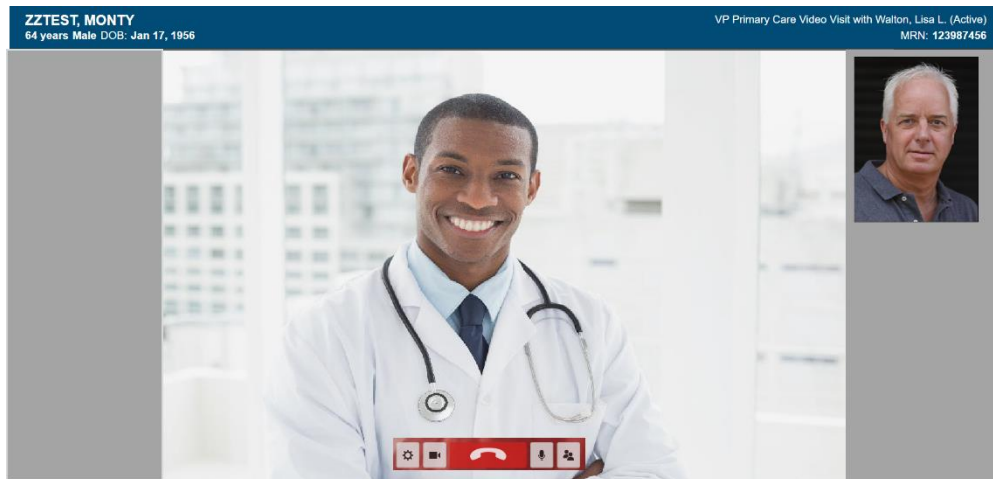
I agree

[Join Video Visit](#)

- When you launch the visit, you will see yourself until the caregiver has also connected to the visit. Once the caregiver joins, he/she will be pictured on the screen also.

There are 5 buttons at the bottom of the screen:

- Gear icon- click to verify/change your audio/visual settings
- Camera icon- click to pause your video – this will prevent the caregiver from seeing you.
- Red phone icon – this is to end your visit.
- Microphone icon – this will mute your line and prevent the caregiver from hearing you.
- Participants icon- this will show you all the people that have joined the video visit.



- Once your visit with the caregiver is complete, click the red phone icon to disconnect. Your screen will show "Your visit is now complete". Click **Close** to close the browser window to navigate back to your patient portal.
- Back in your patient portal, you will see a survey. Please take a moment to provide feedback about your visit by clicking **Take Survey**.

Rate Your Experience ✕

Take a short survey about your recent visit. Your feedback helps us continue to improve your experience.

[Take Survey](#) [Cancel](#)