



# Video Appointments using Patient Online Services

Video appointments are provider-ordered, scheduled appointments that let you connect to your Mayo Clinic provider from home using Patient Online Services.

Whether it's your first video appointment or you've had several, the tips here will help you prepare for and participate in your video appointment.

Feel free to invite family members or caregivers to the appointment. Remember to let your provider know they are with you in the room.

## Testing Your Connection to Mayo Clinic

Before your first video appointment, you'll need to download and test the software. To do that,

- Call Mayo Clinic Customer Assistance at 877.858.0398 between 7 a.m. and 7 p.m. CT Monday through Friday
- Have the device you're going to use for the appointment turned on and available
- Make sure you have access to your email account

Mayo Clinic Customer Assistance will assist you in downloading the software and may need to send you an email with a link. You will then be guided through the download process and other testing. This may take as long as 10 minutes to complete, but may be shorter, depending on your device.

## Preparing your Equipment

If you're using a computer, make sure it has

- a built-in camera or an external web camera
- working speakers or a headset so you can speak to and hear your provider

If you're using a mobile device, make sure you are

- located in an area with strong internet and enough mobile data and battery life to complete the appointment

## Preparing for the 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.
- Locate the camera on your device. Set the camera at eye level to make it easy for your provider to see and talk with you.
- Write down any questions you want to ask your provider.
- Dress appropriately for a medical appointment.

## On the Day of Your Appointment

You must complete eCheck-In using Patient Online Services sometime on the day of your appointment but at least 15 minutes prior to the appointment.

Go to the Appointments section in Patient Online Services on your computer or on the Mayo Clinic App if you're using a mobile device. Then,

- Locate your video appointment
- Select the eCheck-In button
- Follow the onscreen instructions

## Logging-In for Your Appointment

### If you're using a computer,

- Log in to Patient Online Services
- Go to the Appointments section
- Select your Video Appointment
- Select the word "Details" on the next screen
- Select the "Begin Video Appointment" button

If the video software, Zoom, is not on your computer, it will be downloaded automatically. Follow the on-screen instructions. Once Zoom is installed, Mayo Clinic staff will be notified and greet you within a few minutes. You'll see on your screen the request to choose an audio conference option. Choose the "Join with Computer Audio" option. You will now be able to hear and talk with Mayo Clinic staff. They will welcome you and then connect you with your provider.

### If you're using the Mayo Clinic App,

- Log in to the patient section on the app
- Go to the Appointments section
- Select the "Begin Video Appointment" button

At this point, your device will check to see if the video software, Zoom, is installed. If Zoom is already on your device, you'll see the next steps on your screen.

If Zoom isn't installed, you'll be connected to the app store. You'll need to download the Zoom application. Follow the onscreen instructions for downloading. Once downloaded, return to the Mayo Clinic App already opened.

When you return, once again select the "Begin Video Appointment" button.

Now you'll see a screen that asks you to make sure your video is on and to select your device audio. Make sure you select both video and device audio options.

At that point, you'll be greeted by a Mayo Clinic staff member who will connect you to your provider.

## Keep in mind

You cannot use your device's phone during your video appointment. If you called Mayo Clinic for help in connecting to your video appointment, you'll need to end that call so you can use the audio for your video appointment.

## Call Us with Questions

If you have any questions about Patient Online Services, the Mayo Clinic App, or how to connect to your Video Appointment, please call 877.858.0398, Monday through Friday 7 a.m. to 7 p.m. Central Time. Select #4 from the menu options to connect with a Mayo Clinic representative.