



School of Medicine  
Department of Dermatology  
Mail code: CH16D  
3303 SW Bond Avenue  
Portland, Oregon 97239-4501  
Tel 503 418-3376  
Fax 503 346-8106  
[www.ohsu.edu/dermatology](http://www.ohsu.edu/dermatology)

Virtual visits are a great way to be seen in a safe and secure manner. The best method for accomplishing these is through a tablet or smartphone (a PC may also be used).

**To be ready for your visit, please read the hints below, and follow the instructions found on pages 2 and 3 of this document.**

If you encounter any issues or questions please feel free to call our MyChart helpdesk at: 1-833-895-3603.

**Helpful hints:**

- Please check in about 15 minutes prior to your virtual appointment, this will also help trouble shoot any issues.
- To best assist your provider, **we recommend uploading photos of your concern/s into your MyChart prior to your visit.** Photos are much higher resolution and can be extremely helpful in diagnosing and recommending treatment.
  - (Phone/Tablet): From your MyChart app, select MESSAGES and press the green SEND A MESSAGE button. Select your provider as the recipient, type “photos” in the subject line, click “add an attachment”. When done attaching your images, select the send icon (envelope with an arrow found on the header).
  - (Computer): From your MyChart screen, hover your mouse over MAILBOX, select ASK A QUESTION, and choose CONTACT MY DOCTOR’S OFFICE. From here, select your provider as the recipient, type “photos” in the subject line, and click “attach an image”. Browse and select your images, and select “send” when you are done.
- A helpful website on how to take high quality photos is: **[www.dermpics.com](http://www.dermpics.com)**

We appreciate your patience as we try to accommodate and deliver exemplary care to each of our patients during this unprecedented time.

OHSU Dermatology

## Virtual Visits

Your next appointment with your provider will be a video visit.

### What is a virtual visit?

A secure video-based appointment that uses technology similar to Facetime or Skype to connect you to your provider.

### How do I connect?

For the best experience, use the MyChart app on your smartphone or tablet.

- Download the free app from your App Store or Google Play.
- Follow the connection instructions on the back of this page.

### What if I do not have a smartphone or tablet?

- You can also connect through a laptop or desktop computer.
- We recommend using Internet Explorer; there are known issues with Chrome, Firefox and Safari.

### What else do I need?

1. An internet connection.
2. A MyChart account. If you do not have one yet, you can sign up at [www.ohsu.edu/mychart](http://www.ohsu.edu/mychart) or through the app.

### What else can I do with MyChart?

- View all upcoming appointments
- See your test results
- Refill prescriptions
- Send messages to your provider



### Need help?

Call **833-895-3603** to:

- Request technical support:  
8 a.m.–5 p.m. weekdays
- Get help signing up for MyChart:  
Monday - Friday, 7:30 a.m.–8 p.m.  
Saturday, 8 a.m.–8 p.m.  
Sunday, 9:30 a.m.–8 p.m.

If you have questions about your appointment or other health care needs, contact your clinic.



# Smart Phone and Tablet Instructions

- 1 Download the MyChart app:



- 2 Sign in with your user ID and password.

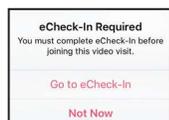
- 3 If you have not signed up for MyChart yet, click



- 4 Tap the “appointments” Icon.



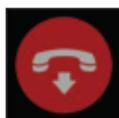
- 5 Tap your scheduled Virtual Visit appointment. You will be asked to do an eCheck-in. You can do this up to 24 hours before your visit.



- 6 Once you are checked in, you will see a “join by” time within your appointment. Tap the “begin visit” Icon. You will be entered into a Virtual Waiting Room where you will wait for your provider to join you.



- 7 After your visit is complete, tap the screen and then tap the red phone icon to end the visit.



# Laptop and Desktop Instructions

- 1 Log into: [www.ohsu.edu/mychart](http://www.ohsu.edu/mychart).

- 2 Click on the “visits” icon and select “appointments and visits”.



- 3 Find your upcoming Virtual Visit appointment. Select “details” and then “test hardware.” You will need to download the VidoWeb Plugin. Be sure to select “run” in the yellow bar that appears at the bottom of the page and then “allow” in the pop-up box.

- 4 Test your camera and microphone by clicking “test hardware.” All icons will turn green with a successful test.



- 5 After you have tested your hardware, select “PRECHECK-IN”.



- 6 Ten minutes before your appointment starts, the “update information” button will change to “begin video visit.” At your appointment time, click on the “begin video visit”.



If your provider is more than 10 minutes late for your appointment, call your clinic for help. If you are experiencing difficulty with your connection, refer to Help Desk information on page 1.