



MOBILE VIDEO VISITS

TECHNOLOGY SCREENING: Penn Connected Care

Answer five questions to determine if a video visit is right for you!

Once your doctor determines you are medically eligible for a video visit, please review the questions listed below. All answers must be **“YES”** in order to schedule and complete your video visit.

1. Do you own a smartphone or tablet (iPhone or Android) with a front facing camera?
 YES NO
2. Does your smartphone or tablet operating system meet the minimum software requirement? (11 or higher for iPhone/iPad iOS; 5.0 or higher for Android.)
 YES NO
3. Do you have an active **myPennMedicine** account? (If you do not or are unsure, please call 866.614.7606 to confirm or activate.)
 YES NO
4. Have you downloaded the **myPennMedicine** app from your app store?
 YES NO
5. Did you complete pre-check in on your **myPennMedicine** account one to four days before your appointment?
 YES NO

Tips and troubleshooting on the other side.

To activate your account, current patients can visit **myPennMedicine.org**. Don't have a **myPennMedicine** account? Call your practice to receive an activation code.

Learn more about Penn Connected Care at **PennMedicine.org/ConnectedCare**

my **PENN**
MEDICINE



MOBILE VIDEO VISITS

TECHNOLOGY TIPS AND TROUBLESHOOTING

1. Are you using a smartphone or tablet?

A smartphone or tablet is recommended. If you do not have access to a capable mobile device, please call 866.614.7606 for technical instructions/support for using a desktop computer/PC.

2. Does your smartphone or tablet operating system meet the minimum software requirements?

(11 or higher for iPhone/iPad iOS; 5.0 or higher for Android). The path to check your iPhone/iPad version is go to the "Settings" app, click "General," click "About" and the second line will say Software Version (this is what must be version 11 or higher). For Android, look under "Settings," then "System," then "About Device," then "Android Version."

3. Have you downloaded the myPennMedicine app?

Search for myPennMedicine in the Apple store (iPhone/iPad) or Google Play store (Android). Mobile video visits must be conducted with the app, not a web browser.

4. Do you have a good mobile data or Wi-Fi connection?

Check your data bars and 4G vs LTE. Turn off Wi-Fi if the connection is weak.*

5. Did you complete pre-check in on myPennMedicine?

You must go to myPennMedicine and complete the pre-check in process one to four days before your video visit. You can access this from your appointment within myPennMedicine. It will ask you to verify and update your address, medications and allergies.

Questions? A Penn staff person from your doctor's office will assist you.

**Phone carrier data charges may apply.*

Learn more about Penn Connected Care
at PennMedicine.org/ConnectedCare

my PENN
MEDICINE



MOBILE VIDEO VISITS

PENN CONNECTED CARE

DEVICE REQUIREMENTS

- Smartphone (iPhone or Android) or tablet (iPad or Android)
- Front facing camera
- Operating system software: 11 or higher for iPhone/iPad iOS; 5.0 or higher for Android)
- **myPennMedicine** app

DOWNLOAD MYPENNMEDICINE APP

- Search for **myPennMedicine** in the Apple store (iPhone/iPad) or Google Play store (Android)



To activate your account, current patients can visit **myPennMedicine.org**. Don't have a **myPennMedicine** account? Call your practice to receive an activation code.

Learn more about Penn Connected Care
at **PennMedicine.org/ConnectedCare**

my PENN
MEDICINE

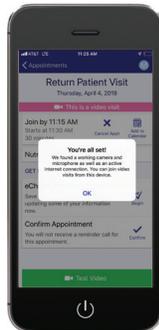
PREPARING YOUR DEVICE

Test Your Device 24 Hours Before Your Appointment.

- When opening the myPennMedicine app for the first time, your device will request permission for “myPennMed” to access your **Camera** and **Microphone**. To avoid complications with your video visit, be sure to **press “OK.”**

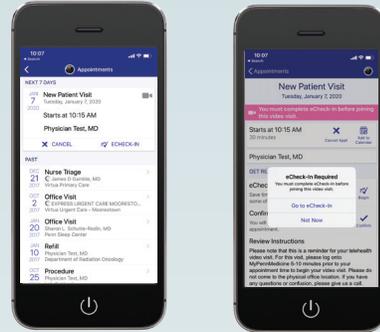


- In the myPennMedicine app, go to “**Appointments**” and press “**Test Video**” to verify your device supports video visits. If you can’t find the appointment, contact your provider’s office to confirm your video visit has been scheduled.
- When the test video has successfully completed, you will see the “**You’re all set!**” message.
- If you receive an error, try the following:
 - » Find **myPennMedicine** in your smart phone or mobile device’s app store and make sure you have the latest version.
 - » Verify that your smart phone or mobile device’s operating system is up to date.



- If you are still having trouble or unable to log into **myPennMedicine** on your mobile device, contact the myPennMedicine support desk at **866.614.7606**.
- If you receive an error or are unable to verify that your smart phone or mobile device supports video visits, contact your provider’s office to discuss other appointment options.

BEFORE YOUR APPOINTMENT



- You must go to myPennMedicine and complete the pre-check in process one to four days before your video visit. You can access this from your appointment within myPennMedicine. It will ask you to verify and update your address, medications and allergies.

DAY OF YOUR APPOINTMENT

- Select a quiet, private, well-lit location for your video visit.
- Make sure the location has a strong Wi-Fi signal (Please be aware that if you use mobile data, phone carrier charges may apply).
- Make sure mobile device is fully charged.
- Please make sure you are online and available 10 minutes prior to your appointment time.

If you have connection problems during your visit, your provider will attempt to call you by phone.

