How to Join a Video Visit

Video Appointments

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

We **strongly recommend** that you use your mobile device with the ChristianaCare Patient Portal App to join the video visit.

If you are unable to use a mobile device and must use a personal computer, please use Chrome or Mozilla Firefox as your browser to log into the Patient Portal.

**To Join a Video Visit using 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**.
7. 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.

8. When you join, you may see “Connecting” until the caregiver joins. Once the caregiver joins, he/she will be pictured at the top of the screen and you will see yourself at the bottom.

There are 3 buttons at the bottom of the screen:

- 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.

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

9. Once your visit with the caregiver is complete, tap the Red phone to disconnect.

10. 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 your computer:

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 Google Chrome or Mozilla Firefox. These browsers do not require you to install a plug-in.
   *If you use Internet Explorer or Safari, you will need to download the necessary plug-in to test your connection.*

2. Sign into your patient portal account.

3. Scroll down to the Appointments section.

4. Click on the **Appointments heading**.

5. Click **Test your connection**.
6. You may be prompted to allow access to your microphone and camera. Click **Allow**.

7. On the Test Your Device screen, validate that
   a. your camera is on and you can see yourself
   b. your microphone is on by speaking; the microphone bar should move when you speak.
   c. your speaker works; click “Test Speaker”, you should hear music play.

8. If you have issues, there are some troubleshooting steps you can try to resolve the issue.
9. When finished testing your connection, you can close the browser window.
Join a Video Visit on your computer:

1. Close to the time of your scheduled Video Visit, sign into your patient portal account on your computer.
2. Scroll down to the Appointments section.
3. Appointments that are Video enabled will display a Camera icon.
4. The option to Join Now will display closer to the time of your scheduled appointment. Click Join Now.

5. The Acknowledgement will open. This is our Telehealth Consent for Treatment. Please read this, scroll to the bottom and select the box for I Agree. You will then be able to click Join Video Visit.
6. 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 3 buttons at the bottom of the screen:

- Camera icon can be used to Pause your screen – 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.

8. Once your visit with the caregiver is complete, click the Red phone icon to disconnect. You will see the screen below. Close out of this browser window to navigate back to your patient portal.

7. Back in your patient portal, you will see a survey. Please take a moment to provide feedback about your visit by clicking Take Survey.