Cleveland Clinic London

Cleveland Clinic London offers scheduled video visits through your secure MyChart® account. Follow the steps below to start your visit on time.

Privacy and security

Cleveland Clinic values your privacy and security. MyChart video visits use Zoom™ for Telehealth, a GDPR-compliant service that is integrated with Cleveland Clinic's electronic health record and MyChart. This means that your video visit will use a secure, encrypted connection that protects your private information.

You must connect to your video visit through the MyChart website. You will not be able to connect directly from the Zoom website. For added security, be sure you are using the most up-to-date version of Zoom Cloud Meetings (4.6 or higher).

If you need help at any time, call MyChart Support at +44 (0)20 3423 7008.

Before your video visit

Complete these steps at least one day before your video visit, if possible. For same-day appointments, allow at least 15 minutes.

1. Log in to your MyChart account at
   https://mychart.clevelandcliniclondon.uk/.

2. Install Zoom if it is not already on your computer.
   Click the appropriate **install Zoom here** link.
   Note: You will launch your video visit directly from MyChart.

3. In your internet browser settings, make sure you have allowed pop-ups from Zoom. See the Troubleshooting section below for instructions.
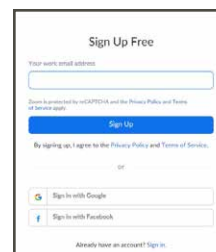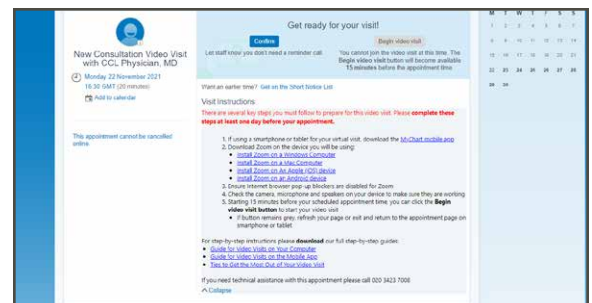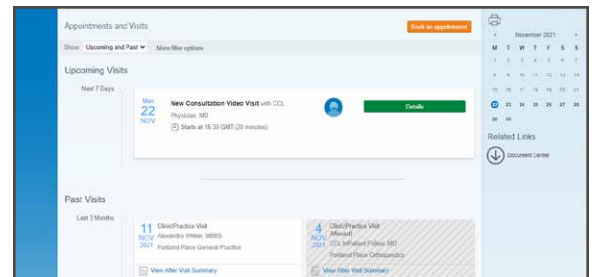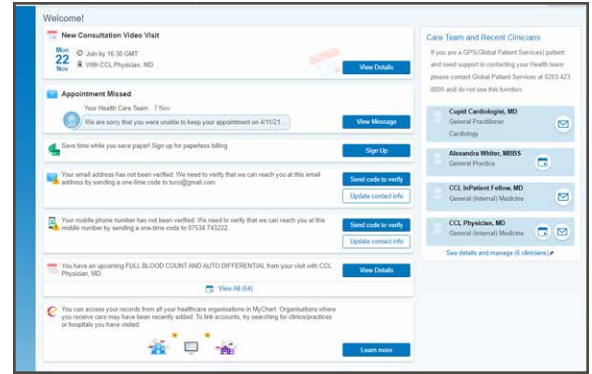
Join your video visit

You may connect up to 15 minutes before your visit time. If you try to join earlier, the "Begin video visit" button will not be available.

You will not be able to connect 20 minutes after your visit time. Your visit will be canceled, and you will need to reschedule it.

1. **If you haven't already, log in to your MyChart account at https://mychart.clevelandcliniclondon.uk/.**

2. **On the home screen, find your appointment. Click Begin video visit.** If the button remains grey, refresh your page or exit and return to the appointment page on your smartphone or tablet.

   • It may take up to one minute to load the screen.

   • A screen will display, advising you to wait until your provider connects and starts your appointment.

   • You can test your computer audio from the Zoom wait screen.

   • There is no need to log in to Zoom.

3. **Your appointment will launch when your provider joins.**

   • You will be asked to either Join with Video or Join without Video. Select Join with Video.

   • You will be prompted to join audio. Select Join with Computer Audio.

4. **During your video visit, you can invite a guest to join you and your provider.**

   • Click the Participants icon on the menu bar at the bottom of your screen.

   • The Participants page will display. Click the Invite button in the bottom left corner.

   • Click Send Email, then select your email provider.

   • A new message will launch with the link. Add your guest's address and send the email. Your guest can join your video visit by clicking the link in the invitation.

   • Your guest must use a device that is connected to the internet, has a forward-facing camera and has the Zoom app. If they do not have the Zoom app, they will be prompted to download it when they click the link.

5. **When your visit is complete, your provider will end the visit.**

   • A Leave Meeting window will display. Click OK to exit.

   • An Update Available message from Zoom may display. Click the Update button to ensure that you have the latest, most secure version of Zoom for future calls.
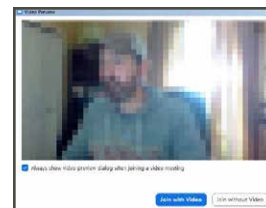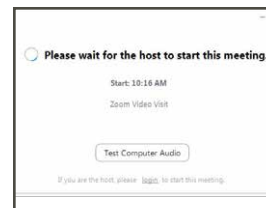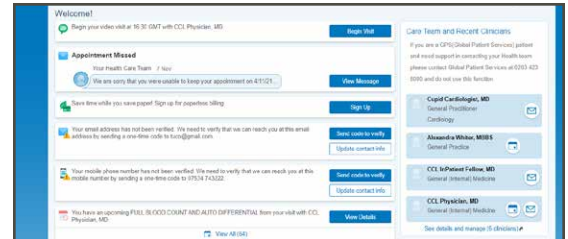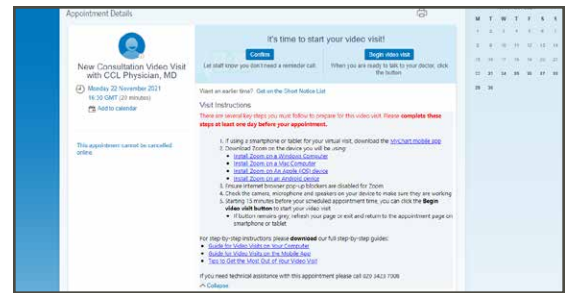
Please note: You will not be able to connect to your video visit 20 minutes after your scheduled time, and you must complete eCheck-In before you connect. If you are still completing eCheck-In 20 minutes after your visit time, you will see a Connection Problem message. Your visit will be canceled. Contact your provider's office to reschedule it.

TROUBLESHOOTING

Connection issues

- Make sure you have launched Zoom from your appointment in MyChart.

- Check your internet browser settings and make sure pop-ups are allowed:

  Apple Safari https://support.apple.com/en-us/HT203987

  Google Chrome https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DDesktop&hl=en

  Microsoft Edge https://support.microsoft.com/en-us/help/4026392/microsoft-edge-block-pop-ups

  Microsoft Internet Explorer https://support.microsoft.com/en-us/help/17479/windows-internet-explorer-11-change-security-privacy-settings

  Mozilla Firefox https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting

- If the connection is lost, go back to MyChart and restart the video for your appointment.

Video issues

- At the bottom of the screen, if the video icon is crossed out, click it to start the video.

Audio issues

- At the bottom of the screen, if the microphone icon is crossed out, click it to unmute.

- If you cannot hear your provider, check the volume settings on your computer.

Video visits for children and loved ones

To start a video visit for your child or an adult you care for, access their MyChart account from yours. Here's how. In MyChart, select their account and follow the steps above.