

Contents

Patient <i>with</i> a MyUnityPoint account	2
Request an appointment.....	2
Complete e-Check In.....	4
Test My Computer/Device.....	5
Day of the appointment.....	6
During the Video Visit.....	7
View the Visit Summary.....	7
Proxy attending the Video Visit.....	7
Rescheduling or Canceling an appointment.....	7
Schedule an appointment	8
Test My Computer/Device.....	8
During the Video Visit.....	9
Rescheduling or Canceling an appointment.....	9
Appendix.....	9
I did not receive the email notification of the appointment.	9
The internet connect is weak or inconsistent.	9

Patient *with* a MyUnityPoint account

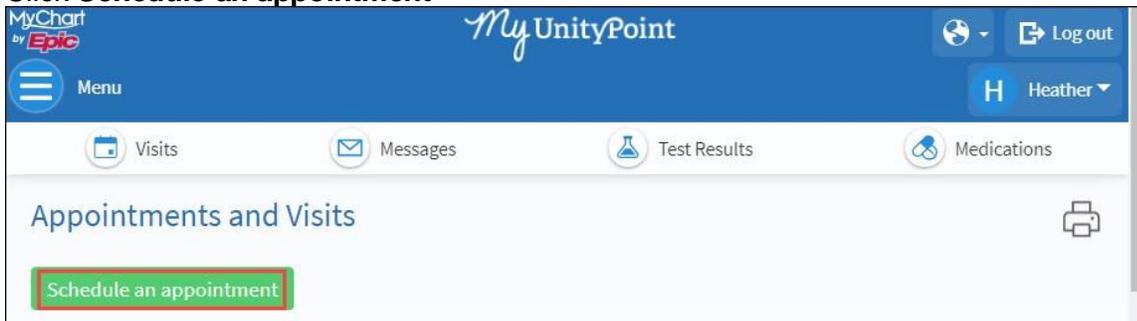
Request an appointment

1. Log in to your MyUnityPoint app/website

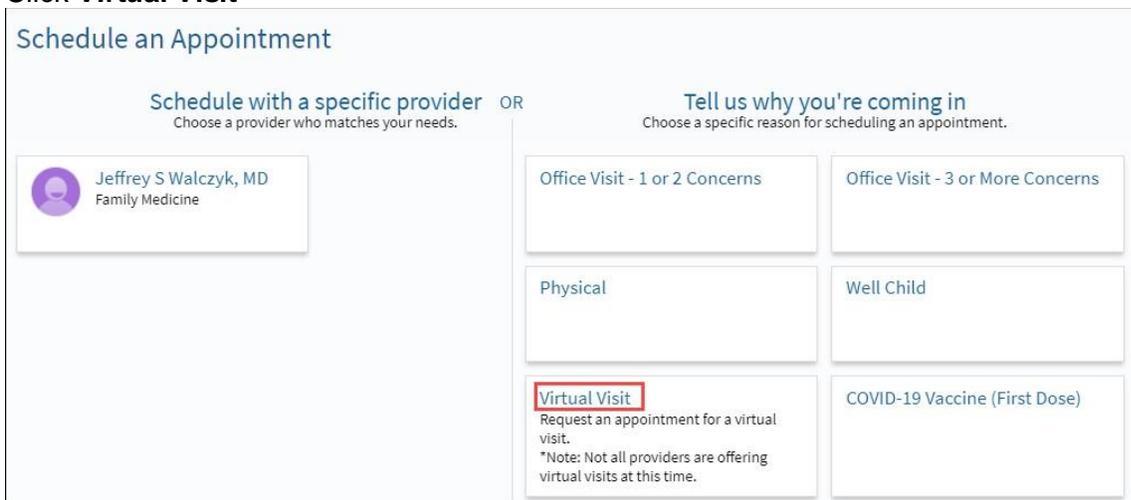
2. Click **Visits**



3. Click **Schedule an appointment**



4. Click **Virtual Visit**



5. Select the location and then click **Continue**

Schedule an Appointment
Start over

✓ Reason for visit [Edit](#)
Virtual Visit

✓ Locations
UnityPoint Clinic Family Medicine Lakeview

✓ Providers [Edit](#)
Amr S Kamhawy, MD

[Send appointment request](#) [Edit](#)

Which locations work for you?

<p>Any location Schedule at any available location.</p>	<p>JRM Wound Healing Center 1795 Hwy. 64 E. Anamosa IA 52205-2112</p>	<p>Medical Associates of BCHC 1600 First Street E Independence IA 50644</p>	<p>Reedsburg Area Medical Center Physicians Group 1900 N Dewey Avenue Reedsburg WI 53959</p>
<p>UnityPoint Clinic Family Medicine Lakeview 6000 UNIVERSITY AVE STE 101 WEST DES MOINES IA 50266-8299</p>	<p>UnityPoint Clinic Internal Medicine Methodist Plaza 1221 PLEASANT ST STE 200 DES MOINES IA 50309-1424</p>	<p>UnityPoint Clinic Kenyon Road - Pulmonology 800 Kenyon Rd, Suite T FORT DODGE IA 50501-5776</p>	<p>UnityPoint Clinic Ob Gyn Methodist Plaza 1212 PLEASANT ST STE 405 DES MOINES IA 50309-1459</p>
<p>UnityPoint Health-Meriter McKee 3102 Meriter Way Madison WI 53719</p>	<p>Van Horne Family Medical Clinic 205 Main St Van Horne IA 52346</p>		

Continue
1 location selected

6. Enter the preferred dates you would like to be seen.

Confirm the request details you are about to send:

Virtual Visit with Amr S Kamhawy, MD

Date and time to be determined
A scheduler will reach out to you about a specific time

UnityPoint Clinic Family Medicine Lakeview
6000 UNIVERSITY AVE STE 101
WEST DES MOINES IA 50266-8299
515-241-2600

Preferred dates: 6 MM/DD/YYYY to MM/DD/YYYY

Preferred times:
All available times
Filter times

*What is the most important thing you want addressed during this visit?
7

8 Send request

7. Enter the reason for the visit.

8. Click **Send request**

9. When the message is sent, you will see response.

✓ **Success!**

Your appointment request message has been sent.

10. An Experience Specialist will call you to set up the appointment and verify information such your address, phone number and insurance.

11. After the appointment is made a confirmation message will be sent by email or text based on your preferred communication method.

- a. Links in the message will assist you in completing e-Check In and performing a hardware check prior to the appointment.



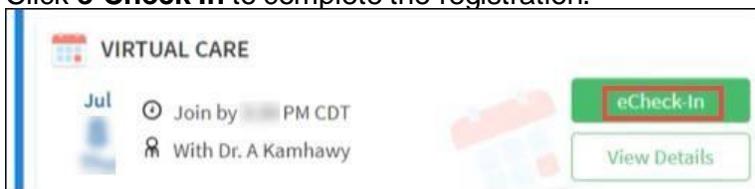
We recommend that you check the hardware at least 24 hours prior to the appointment.

Complete e-Check In

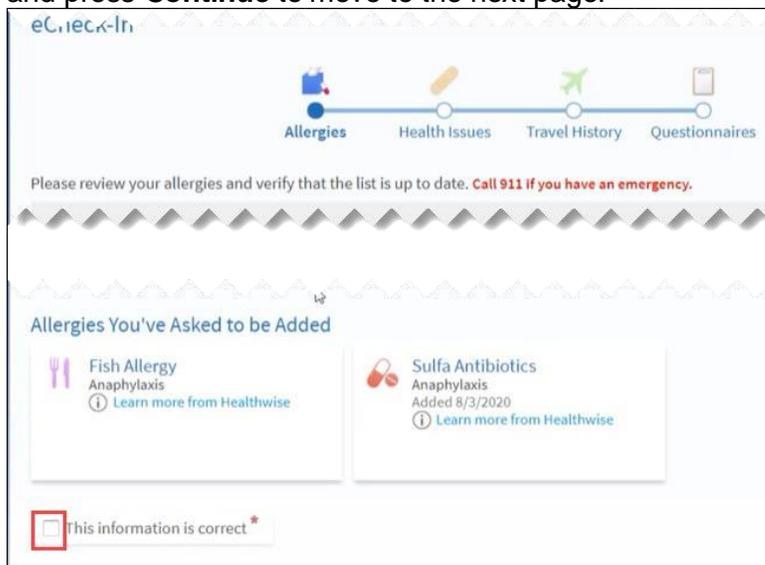


e-Check In must be completed prior to the Virtual Visit to gain access to the service. This can be completed as early as 14 days prior to the appointment.

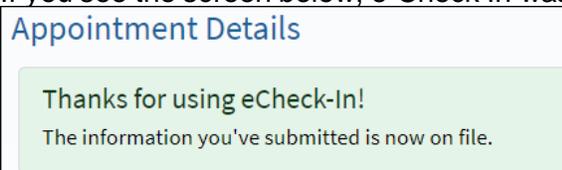
1. Log in to your MyUnityPoint account
2. Click **e-Check In** to complete the registration.



- a. The information to be validated will vary depending upon how recently you have been seen at a UnityPoint Health facility.
- b. Add and/or edit information in each section. Check the box next to “*This information is correct.*” and press **Continue** to move to the next page.



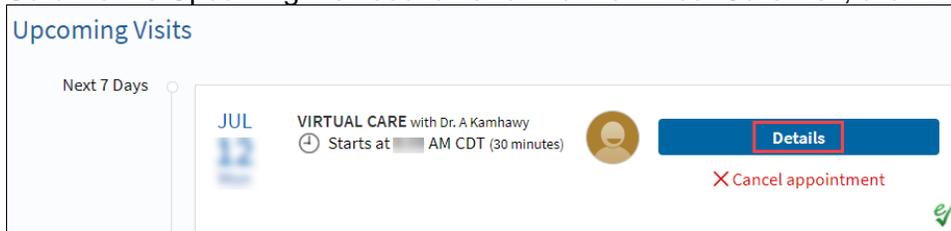
- c. When you have reached the end of e-Check In, click **Submit**.
3. If you see the screen below, e-Check In was successful.



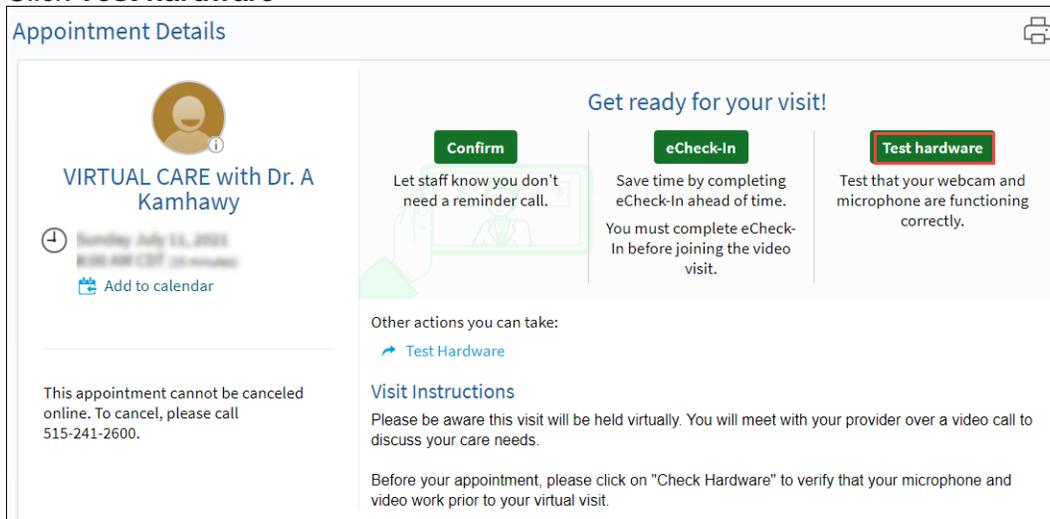
Test My Computer/Device

	<p>For the best experience during the Virtual Visit, use the recent version of the web browser and software.</p> <ul style="list-style-type: none"> • Apple iOS version 13 or 14
	<p>We recommend that you test the hardware, 24 hours prior to the appointment.</p>

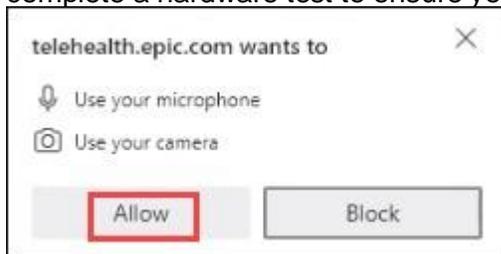
1. Log in to your MyUnityPoint account.
2. Scroll to the Upcoming Visit section and find the Virtual Care visit, click **Details**



3. Click **Test hardware**



4. If prompted, allow the browser to access your device's microphone and camera. Then, click **Allow** to complete a hardware test to ensure your device camera, microphone and speakers are working.



5. If the connection was successful, you will not need to do anything further until the day of the appointment.

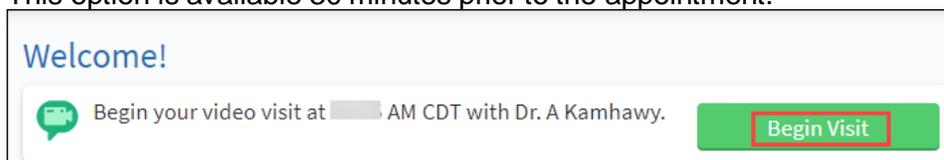
Hardware Test: Success

You're ready for your video call.

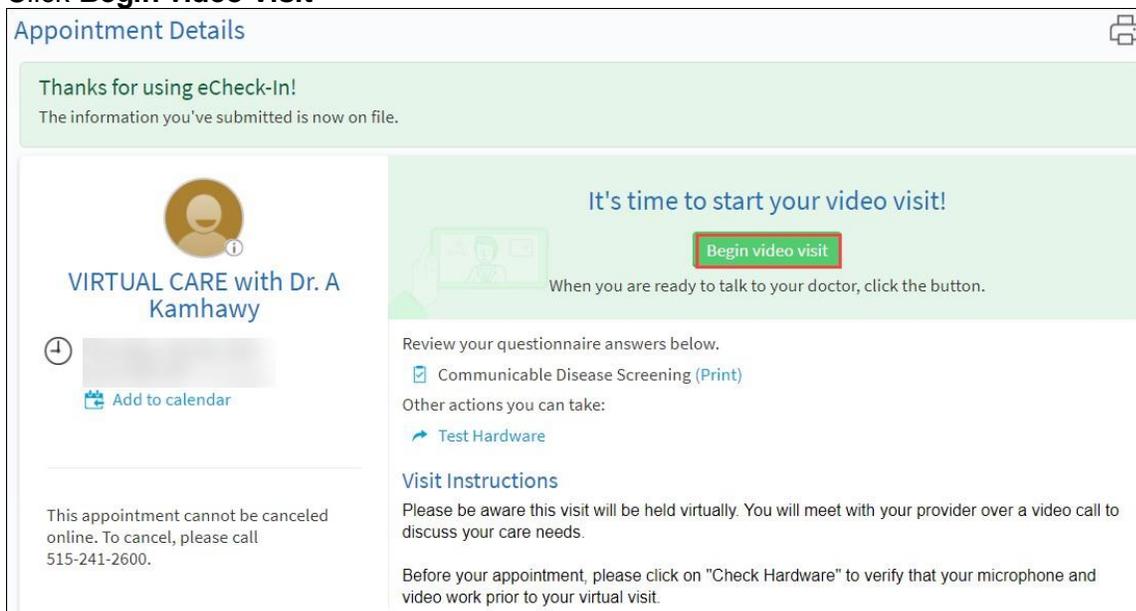
6. If the Hardware Test is unsuccessful, refer to the **Appendix** for further assistance.

Day of the appointment

1. At least 15 minutes prior to your virtual visit appointment, log into your MyUnityPoint account
 - a. For the best visit experience, select a location with a good internet connection.
2. Your scheduled virtual visit appears on the home screen, click **Begin Visit**
 - a. This option is available 30 minutes prior to the appointment.

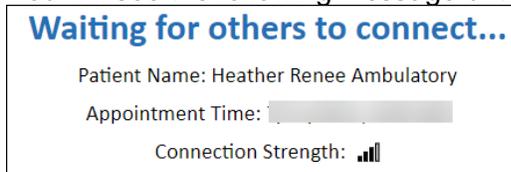


3. If you need to test the hardware again, click the **Check hardware** hyperlink
4. If you have not completed e-Check In, you will be required to do so *before* the button to Begin video visit will appear.
5. Click **Begin video Visit**



6. The system will perform another hardware check automatically.

7. If you want to change the name that appears on the screen, type in the display in the text box.
8. Click **Join Call**
9. You will see the following message until the physician joins the call.

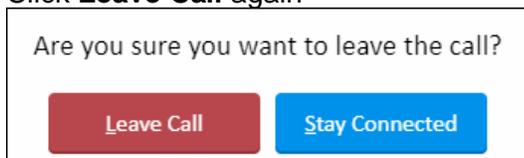


During the Video Visit

1. Use the toolbar in the upper right-hand corner, if needed:
 - a. Click  to temporarily turn off your webcam.
 - b. Click  to mute your microphone.

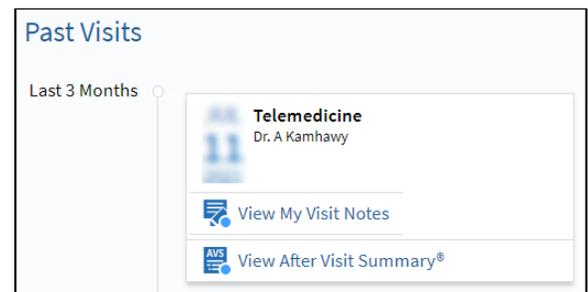


2. When the visit is finished, Click **Leave Call** in the upper right-hand corner
3. Click **Leave Call** again



View the Visit Summary

1. Go to the Past Visits section, click **View After Visit Summary**
2. To view any notes associated with the visit, click **View My Visit Notes**



Proxy attending the Video Visit

A proxy can join by signing in to their MyUnityPoint account and then selecting your account.

Find the virtual appointment listed on the home screen and click **begin visit**.

It is recommended that the proxy also perform a hardware check on their device.

Rescheduling or Canceling an appointment

Please call the office to reschedule the appointment.

- The new appointment will require that you complete e-Check In again.
- We also recommend that you complete another hardware check.

You can cancel an appointment through your MyUnityPoint account unless it is less than 24 hours prior to the appointment time.

Call the office to cancel if the appointment is less than 24 hours prior to the appointment time.

Patient *without* a MyUnityPoint account

Schedule an appointment

Call your clinic to set up the appointment. An Experience Specialist will verify information (such as your address, phone number and insurance) and your symptoms/concerns.

After the appointment is scheduled a message will be sent asking if you would like to sign up for a MyUnityPoint account. (Although we encourage you to sign up, this is not required for Virtual Care visit.)

Test My Computer/Device



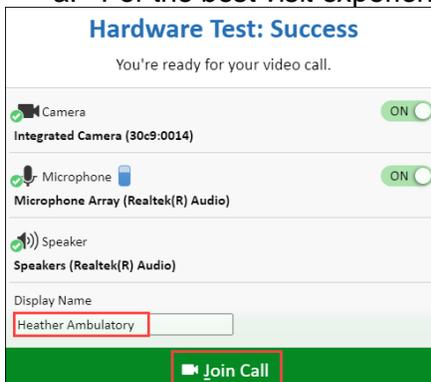
For the best experience, use the recent version of the web browser and software

- Apple: iOS version 13 or 14

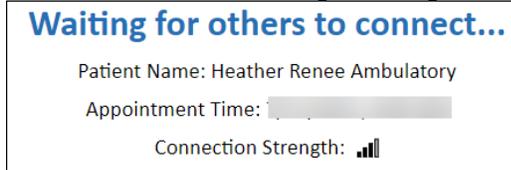
1. A message will be sent 30 minutes prior to your appointment time.
2. Click the embedded link provided to test the hardware on the device you will be using for the visit.
3. If prompted, allow your browser to access your device's microphone and camera. Then, click **Allow** to complete a hardware test to ensure your device camera, microphone and speakers are working.



4. If the connection was successful, you will see this message.
 - a. If the hardware test is successful, refer to the **Appendix** for further assistance.
5. If you want to change the name that appears on the screen, type in the display in the text box.
6. Click **Join Call**
 - a. For the best visit experience, select a location with a good internet connection.



7. You will see the following message until the physician joins the call.

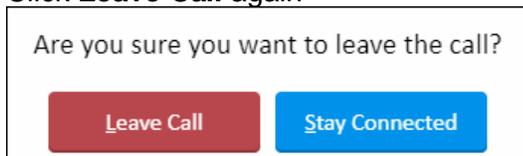


During the Video Visit

1. Use the toolbar in the upper right-hand corner, if needed:
 - a. Click  to temporarily turn off your webcam.
 - b. Click  to mute your microphone.



2. When the visit is finished, Click **Leave Call** in the upper right-hand corner
3. Click **Leave Call** again



Rescheduling or Canceling an appointment

Please call the office if you need to cancel or reschedule the appointment.

Appendix

I did not receive the email notification of the appointment.

Make sure to check your junk/spam folder if you do not see the email.

The internet connect is weak or inconsistent.

Select a location with a strong signal for WiFi or switch to data/cellular service.