

# Instructions for UF Health Urology TeleMedicine Visits

## Request a Urology TeleMedicine Visit:

- Please call (352) 265-8240
- Keep in mind, not all clinic visits can be completed via telehealth

Once a telemedicine visit has been scheduled, patients use the *free* [MyUFHealth myChart website/app](#) in conjunction with the *free* Zoom mobile app to communicate with their healthcare provider.

## Getting Ready for your TeleMedicine Visit:

- 1 Register for a MyUFHealth account (If you already have one skip to step 2)
  - If you HAVE an enrollment letter or activation code sign up [here](#)
  - If you DO NOT have a letter or code sign up [here](#)
  - Sign into your [MyUFHealth](#) Account
- 2 Download the MyChart mobile app
  - For Apple devices [download](#) from the Apple App Store
  - For Android Devices [download](#) from the Google Play Store
  - Sign into your MyChart account using you MyUFHealth credential from step 1
- 3 Install the Zoom Video Conferencing software \*
  - For Windows and Mac PCs [download](#) here
  - For Apple devices [download](#) from the Apple App Store
  - For Android devices [download](#) from the Google Play Store
  - TEST your Zoom installation by [Joining](#) a Test Meeting

\* Please approve any system requests during the installation. After installing Zoom, you might be prompted to create a personal Zoom Account – This is unnecessary for your telemedicine visit.

- 4 ALL three (3) steps above MUST be completed and tested before your first TeleMedicine visit. If you need assistance or have any questions please contact (352) 265-8240

## Start Your TeleMedicine Visit

Ten minutes before your appointment start time, please perform the following:

1. **If you are connecting on a PC or Mac:**
  - Sign into the [MyUFHealth portal](#)
  - Start your TeleMedicine Visit
    - Click on **“Visits”** then **“Appointments and Visits”**
    - Choose the appropriate visit with today’s date
    - Click the button labeled **“Begin Video Visit”** to start your visit

## 2. If you are connecting from a Mobile Phone or Tablet:

- Sign into the MyChart mobile app on your smartphone or tablet
  - Start your TeleMedicine Visit
  - Click on “**Appointments**”
  - Choose the appropriate visit with today’s date
  - Click the green button labelled “**Begin Visit**” to start your visit
3. Zoom for Cloud Meetings will open, and your provider will join you at the scheduled appointment time.

## User Guides:

Please ensure that your camera, microphone, and speakers are turned on within the Zoom app. If you need assistance with this, please refer to the instructions below for your device:

- [Zoom Patient Instructions - PC/Mac](#)
- [Zoom Patient Instructions - iOS](#)
- [Zoom Patient Instructions - Android](#)

## Need help? Please contact us:

- For assistance starting your telemedicine visit or other technical help, please call (352) 265-8240.

## Additional Information:

- Please do not drive or operate heavy machinery during your telemedicine visit, and avoid being in a moving vehicle during an encounter (even as a passenger).
- Find a quiet, private, well-lit area to sit when you talk to your doctor. Your privacy is important to us!
- For best video quality, use a wired or Wi-Fi connection.

## Expected Benefits of TeleMedicine:

- Improved access to healthcare professionals and convenience.
- More efficient medical evaluation and management.
- Obtaining expertise from a distant specialist.

## Possible Risks of TeleMedicine:

- As with any medical procedure, there are potential risks associated with the use of telemedicine. These risks include, but may not be limited to:
  - Delays in medical evaluation and treatment could occur due to deficiencies or failures of the equipment.
    - If this happens, you may be contacted by phone or other means of communication.
  - In rare cases, a lack of access to your complete medical records may result in adverse drug interactions or allergic reactions or other judgment errors.
  - In very rare instances, security protocols could fail, causing a breach of privacy of personal medical information.