

Instructions for UF Orthopaedic MyChart TeleMedicine Visits

Request an Orthopaedic TeleMedicine Visit: (Not all visit types can be conducted via telemedicine)

1. Visit our [TeleMedicine Request Page](#)
Or
2. Contact us at 352-273-7001

Getting Ready for your TeleMedicine Visit:

- 1 Register for a MyUFHealth account (If you already have one skip to step 2)
 - a. If you HAVE an enrollment letter or activation code sign up [here](#)
 - b. If you DO NOT have an letter or code sign up [here](#)
 - c. Sign into your [MyUFHealth](#) Account
- 2 Download the MyChart mobile app
 - a. For Apple devices [download](#) from the Apple App Store
 - b. For Android Devices [download](#) from the Google Play Store
 - c. Sign into your MyChart account using you MyUFHealth credential from step 1
- 3 Install the Zoom Video Conferencing software *
 - a. For Windows and Mac PCs [download](#) here
 - b. For Apple devices [download](#) from the Apple App Store
 - c. For Android devices [download](#) from the Google Play Store
 - d. TEST you 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.
 - a. If you need assistance or have any questions please contact (352) 265-8006

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 with logging in or to reset your My UF Health password, please contact our office at 352-273-7001.
- For assistance starting your telemedicine visit or other technical help, please call (352) 265-8006.

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 of 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.