

## MySEARHC Quick Reference Guide

### **Virtual Visit Quick Tips**

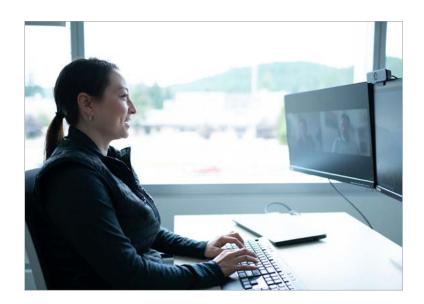


#### Choose an appropriate space.

Select an area in your home with privacy, minimal distractions, adequate lighting, strong internet connection and a level surface to place your device so that the camera is at eye level.



Prepare your device. For mobile experience, install the MySEARHC app, have battery fully charged, and close unnecessary apps. For PC experience, use an up-to-date web browser version and close all unnecessary programs.





**Perform a pre-call test.** From MySEARHC, select Test connection (see <u>Joining a Virtual Visit</u>). From a browser, select the <u>Pre-call test link</u> to check browser compatibility, camera/microphone and expected call quality.



**Use a wired connection when available.** If bandwidth drops below a certain threshold, session behavior can be unpredictable, e.g., video may be choppy, audio may be garbled, and connection could be dropped.



**Completing pre-registration.** From MySEARHC, select Pre-register next to the appointment (available seven days prior). This helps to reduce the number of virtual check-in steps needed to join the session (see <a href="Pre-registration">Pre-registration</a>).



#### **Virtual Visit Guest Invitations.**

When joining a session as a guest (see <u>Joining a Virtual Visit with a Guest Invitation</u>), guests enter the session initially on hold and will not see or hear clinical staff until admitted to the visit.



# **Looking for further help?**Contact the Patient Support Center

Monday - Friday 7:30 a.m. to 5 p.m.; 907.463.0400.

Alternatively, please see a Patient Registration Specialist (PRS) in select SEARHC facilities.