

Instruction manual Videoconsult

Video consulting with your healthcare provider
from home



Instruction manual video consult video calling with your healthcare provider from home

Your healthcare provider has agreed with you that your appointment will take place via a 'video consultation'. A video consultation is also known as video calling. You can see and talk to your healthcare provider through the screen of a tablet or smartphone. You do not need to visit the hospital for the appointment. It is allowed to have a family member or close relative present during the video consultation.

What is a video consultation?

A video consultation is an easy online way to talk to and see your healthcare provider. The healthcare provider will see you as well. At the time of your appointment, you can make video calls with your healthcare provider via the Mijn Dossier (translation: My File) patient portal. Mijn Dossier is a safe digital environment of the hospital. The use of Mijn Dossier and video calling is free of charge.

What is Mijn Dossier?

For a good medical treatment, it is necessary that various information about you is recorded, such as your address details, results of examinations, diagnoses and an overview of your medications. We store your data in an electronic patient file. You can view part of your file yourself via the Mijn Dossier patient portal. Mijn Dossier offers a secure digital environment in which you can:

- make video calls or e-mail with your caregiver via a secure environment;
- consult part of your medical file;
- view the results of various examinations;
- view an overview of all or part of your hospital appointments, submit an appointment request or cancel an appointment;
- has insight into your personal information, such as your medication overview or allergies;
- view letters sent by your hospital practitioners to, for example, your general practitioner;
- change personal details, such as your address details.

What do you need for a video consultation?

- A tablet or smartphone with camera and microphone (a video consult is not possible on your laptop or computer)
- A working internet connection
- A Mijn Dossier account
- The MyChart app (to open Mijn Dossier)

To gain access to Mijn Dossier, you can log in with your DigiD and the DigiD app. You can read more about how this works later in this manual. Are you unable to access the Mijn Dossier via DigiD? Then contact one of our staff members at the Patient information desk. They can be reached on working days from 9 a.m. to 6 p.m. on telephone number (020) 444 3336. Check whether you have access to Mijn Dossier a few days before the video consultation.

How does it work?

The appointment for a video consultation is scheduled by the hospital. This is done in the same way as scheduling a physical appointment in the hospital. It is important that you have a Mijn Dossier account and the MyChart app on your smartphone or tablet. A video consultation is **not** possible on your laptop or computer.

The following pages show the steps you need to take to participate in a video consultation.

Step 1

Download the MyChart app from the App Store or Google Playstore

You can skip this step if you have installed the MyChart app on your phone already.

You must download the MyChart app on your device to be able to make a video call with your healthcare provider.

- Go to the App Store or the Google Play Store.
- Enter 'MyChart' in the search bar
- Click on 'Search'
- **Click on 'Download'**



Step 2

Open de app

You have just downloaded the MyChart app. Find the app on your device and open it.

- **Select Amsterdam UMC**



Step 3

Log in to Mijn Dossier account

I don't have a My Dossier account yet.

You can create an account safely and easily and log in to Mijn Dossier with DigiD.

There are some conditions attached to this:

- you must have a BSN (Dutch Social Security Number)
- you must be older than 12 years
- you have one patient file from Amsterdam UMC.

Do you have a file from both the AMC location and the VUmc location and do you not want these files to be merged?

Then unfortunately you cannot log in with DigiD.



Do you not meet these conditions? Then contact the Patient information desk by telephone number (020) 444 3336 (on working days from 9 a.m. to 6 p.m.). Have your ID to hand.

To log in with DigiD you need the following:

- Your DigiD
- The DigiD app
- A mobile or tablet that is suitable for the DigiD app and a one-time identity check. The requirements that your tablet or mobile must meet can be found on the DigiD website: <https://www.digid.nl/inlogmethodes/digid-app> and <https://www.digid.nl/inlogmethodes/id-check>.

Create an account for Mijn Dossier yourself

Are you a patient at Amsterdam UMC and do you meet the conditions for logging in with DigiD? Then you can easily create an account yourself.

Go to mijndossier.amsterdamumc.nl and click on 'log in / register DigiD'. You can then access Mijn Dossier in a few simple steps. To log in with DigiD, you need the DigiD app on your smartphone. Are you unable to download the DigiD app? Then contact the staff members of the Patient information desk. They can be reached on working days from 9 a.m. to 6 p.m. on (020) 444 3336.

Do you already have a Mijn Dossier account?

- Log in via de MyChart app
- Log in with your DigiD via the DigiD app or your username and password.
- Or log in with your username and password for Mijn Dossier (if you are not using DigiD login, see when you scroll below).

I already have a Mijn Dossier account

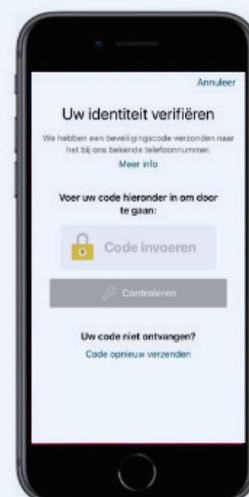
Log in via the MyChart app.

- Enter your username and password.
- **Click on the green botton 'login'** (translation: inloggen)

You will now receive a verification code on your mobile phone.

Enter the SMS code at the screen.

- **Then click on the 'Submit' button.**



You are now logged in to MyChart app

If you have any questions about logging in or activating your Mijn Dossier account, you can find more information on the website of Amsterdam UMC location AMC of location VUmc under 'frequently asked questions'. Is your question not answered there? Then contact the staff members of the Patient information desk. They can be reached on working days from 9 a.m. to 6 p.m. on (020) 444 3336.

www.AMC.nl/mijndossier

www.VUmc.nl/mijndossier

Step 4

Find the video consultation under 'Afspraken' (translation: appointments).

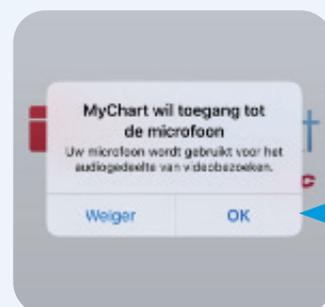
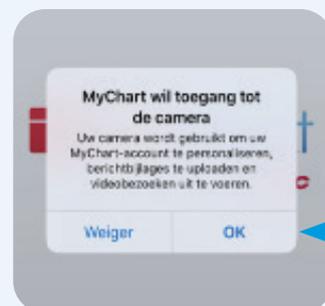
When you are logged in you will automatically go to the homepage of Mijn Dossier. Here you will see your name and the general menu. Under the menu you will find the video consultation appointment with a video icon. If you scroll below you will see the video consult appointment bigger.



Step 5

Check if the settings are correct

When you click on the appointment, you will be asked for permission to activate your camera and microphone. This is necessary to participate in a video consultation.



You are now in the overview of the appointment. You see a summary of the appointment details of the video consultation. Before starting the video consultation with your healthcare provider, you can first check whether the settings of your device are suitable for the video consultation. **Click on the green button** 'video testen' (translation: test video).

If the settings of your device are suitable for the video consultation, you will see the following message:

If the settings are not correct, you will receive a message that the visit cannot start. Make sure you are connected to the internet. If it still does not work, please contact one of the staff members at the Patient information desk. They can be reached on working days from 9 a.m. to 6 p.m. on telephone number (020) 444 3336.



Step 6

Start the video consultation

Ten minutes before the video consultation you will see a green icon on the homepage of the My Chart app. The video consultation is ready to start. **Click on the appointment.**

If the video consultation is not yet available, the camera icon is gray. If the icon turns green, the video consultation is available. You can check your settings at any moment.

Click on the camera icon to start the video consultation.

You can start the video consultation, even if your healthcare provider is not online yet. This will indicate that you are present. The consultation will start as soon as the healthcare provider connects with you. It might be possible that the healthcare provider is tardily if the previous consultation with another patient was longer than expected.

Click on the green button 'Bezoek beginnen' (translation: start visit).



An attempt to connect is being made. You will see the following screen.



If the connection on your side is not successful, you will see the following screen. Make sure you have an active internet connection and try again.

If you are unable to establish a connection, please contact one of the staff members of the Patient information desk immediately. They can be reached on working days from 9 a.m. to 6 p.m. on telephone number (020) 444 3336.

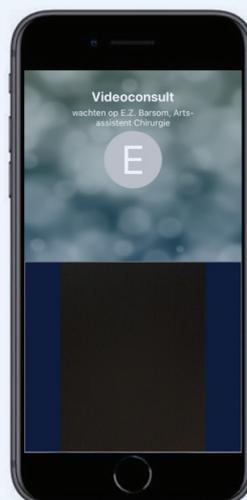


If the connection on your part is successful, you will see the following screen.

Wait for your healthcare provider to initiate the video consultation. This may take a while. If your health care provider has also started the video consultation, you will see your healthcare provider at the top of your screen. You can now make video calls to each other.

To mute the sound or rotate the camera, lightly press the screen and three buttons will appear. The red button is to hang up, the right gray button is to mute the sound and the left gray button is to rotate the camera.

It is possible that someone might disturb your healthcare provider in real life or that a telephone call comes in between. We acknowledge that this is detrimental, but your healthcare provider can choose to mute the sound and image for a moment.



Step 7

End of the video consultation

When the video consultation has ended, you can stop the video consultation. You can slightly press the screen and click on the red button to close the screen and log out.

Click on the red button to close the video consultation.

The video consultation has ended.



Video calling tips

- Make sure that you are logged in to Mijn Dossier at least five minutes before the appointment and that you are ready for the video consultation.
- Please wait patiently if your healthcare provider is not yet visible at the time of the appointment. Sometimes consultation hours are slightly longer than expected. Your healthcare provider will be shown as soon as he/she is available.
- Make sure you are in a quiet, closed space. It is important that it is quiet in the room so that your healthcare provider can understand you clearly.
- Make sure that your sound and microphone are on.
- Are you unable to understand your healthcare provider properly or is the healthcare provider not understanding you? Then use earphones or a headphone. Often this solves the problem.
- Do you not understand or understand the healthcare provider? Then ask your healthcare provider to explain it again.
- Try to speak calmly and move your lips clearly.
- Make sure that your face is fully visible and brightly lit. Please note that the position of the camera makes it impossible to look into the other person's eyes.
- Did the video consultation not start successfully or did something go wrong during the video consultation? Stay calm and wait patiently. Your healthcare provider will attempt to restart the connection or make a telephone call.
- The video consultation is an appointment between you and your healthcare provider. Are you unable to attend at the time of the video consultation? Please contact your treatment team in time to reschedule the video consultation.

Privacy

A video consultation is a medical consultation. It is important that your digital appointment is as secure and confidential as a physical appointment in the hospital. We therefore handle your data with care. The consultation is not recorded or saved. The care provider is in a closed and quiet space during the video consultation. We ask you to prevent strangers from watching the screen or listening in. Therefore, make sure that you are also in a quiet and closed space. The health care provider can stop the video consultation if he/she feels that your environment is not safe enough. If you want someone else to be present at the video consultation, that person can sit next to you if you let the health care provider know in advance.

The video consultation is established with a secure video connection via Mijn Dossier. The 'General Terms and Conditions' apply to the safe use of Mijn Dossier.

You can find the terms and conditions here:

www.amc.nl/web/ik-heb-een-afspraak-1/overig.htm

www.vumc.nl/patienten/mijn-dossier/algemene-voorwaarden-mijn-dossier/

Contact

Do you have questions about the video consultation? Then you can contact the department where you are under treatment.

Do you have technical question about the video consultation?

Heeft u vragen over het videoconsult? You can contact one of the staff members of the Patient information desk. They can be reached on working days from 9 a.m. to 6 p.m. on telephone number (020) 444 3336.