

# Frequently Asked Questions (FAQs)

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## What is a video visit?

MyUPMC Video Visits allow you to use your phone or tablet to meet with your child's care provider through a scheduled video conference.

## How does a video visit appointment work?

You will use the camera on your phone to see yourself and child along with your provider on the screen. The visit will be like an in-person visit where you can both ask and answer questions, and the provider can view a specific area of your child's body with the camera, such as an incision. They can also order prescriptions and therapies just as they do now.

## What is MyUPMC?

MyUPMC is our patient portal where you can have video visits, and also manage the care of your loved ones, including accessing test results, messaging doctors, making appointments, and more.

## Is a MyUPMC Video Visit the same as UPMC AnywhereCare?

Your MyUPMC Video Visit is a scheduled video appointment with your child's regular provider. UPMC AnywhereCare visits are also delivered via video, but are for patients with non-emergency symptoms and without a scheduled appointment to get quick online access to high-quality care. Patients must be aged 3 or older to use the UPMC AnywhereCare service, but MyUPMC Video Visits can be scheduled for all pediatric patients at any age.

## Why can't I just use Skype, or FaceTime like I do with my family?

Using MyUPMC protects your private information.

## Is my child's medical information and visit safe and secure?

Yes, your video visit is entirely private and confidential. The MyUPMC app is 100% HIPAA compliant. Remember to hold your child's visit in a private, secure location.

## Will I receive a summary of my child's visit?

Yes. You will receive an after-visit summary that can be viewed by logging into your MyUPMC account on the web and viewing your child's profile. Due to privacy considerations, certain restrictions apply to pediatric proxy for patients ages 13 to 18.

## Can I have a video visit on a computer or laptop?

You will need to use the MyUPMC App on your mobile phone or tablet for your child's video visit. Be sure to download the MyUPMC app to your mobile device and log in using your MyUPMC account prior to your child's scheduled visit. If you don't have a MyUPMC account yet, go to MyUPMC.com to sign up and get access to your child's information.

## Tips for a Successful Visit

- Make sure your device is fully charged.
- Have a strong internet connection.\*
- Close all other apps.
- Avoid an area that is too bright or too dark.
- Wear loose-fitting clothing in case the provider would like to look at an incision or body part.
- Make sure you are in a private and safe area (e.g., do not drive during the appointment)
- Hold the device at eye level. A mobile device stand is helpful.

*\*Please note that if using cellular data, you may be subject to charges from your wireless carrier.*

Need help? Call the MyUPMC Patient Support Line: **1-866-884-8579**, Option 2.  
**If you need to change your appointment, please contact the doctor's office.**