

Patient View

Patient View lets you stay in touch with your loved one when you can't be in the room.

What is it?

Patient View is a free service that allows you to see your loved one on a video screen when you are not in the room. It is part of Intermountain Healthcare's TeleHealth service.

Who can view the patient?

You decide. An adult patient can give permission for others to view them. A parent or legal guardian can view their baby or child. They can also give permission for others to view their baby or child.

When can people view the patient?

Patients will only be connected to Patient View if they choose to be. Parents can choose for children.

Once a patient is signed up, Patient View is always available. People allowed to view the patient can call in at any time. Adult patients can choose to have the camera turned off for short periods. The camera may also be turned off when the patient is receiving care.

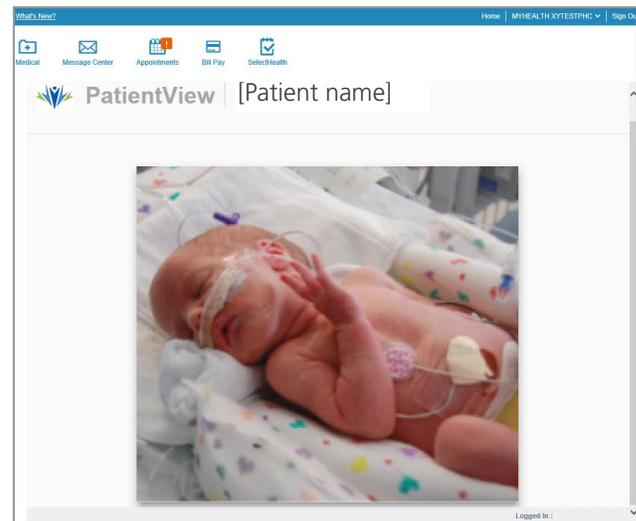
What do I need in order to use Patient View?

- **An Intermountain My Health account.** At this time, the person viewing must have an Intermountain My Health account. (See page 4 for how to sign up for an account.)



Do not share the user name and password for your My Health account. Anyone who has them will be able to see all of your personal health information.

- **An Internet connection.** The first time you launch Patient View you may be prompted to download a Skype plugin.



How does it work?

One person will be assigned to manage who can view the patient. This person is called the "family admin." Hospital staff will help you do the following:

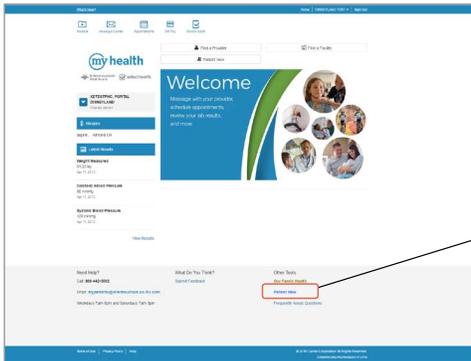
- **Sign privacy information and access agreement forms.** The patient or family admin must sign these forms to allow the patient to be viewed over video.
- **Assign a family admin.** If the patient is a child, this is usually a parent. An adult patient can be their own family admin. Or, they can name another person to play this role. Only 1 family admin is allowed per patient.

Nursing unit location: *(example, McKay-Dee ICU)*

Nursing unit phone number:

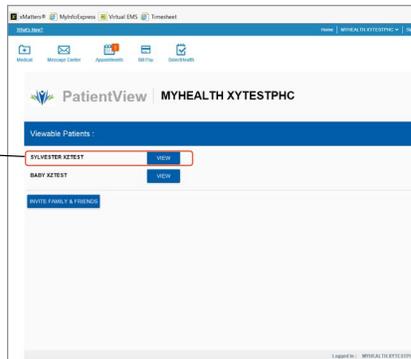
How to view your loved one

1 Log in to My Health and click **Patient View**.



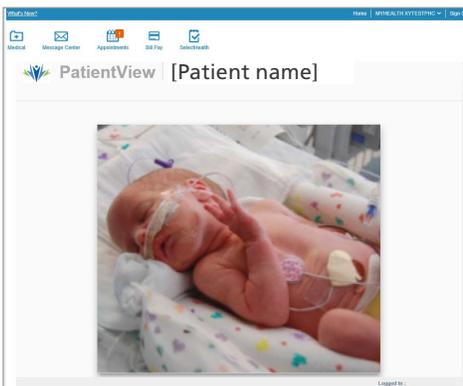
Click **Patient View**

2 Select the patient and click the **View button** next to the patient's name. If you have more than one patient, select the view button next to the patient's name you want to view.



Select the **patient**
Click the **View button** next to the patient name

3 View your loved one.



- If the camera is not focused on the patient, you can call the nursing unit and ask them to adjust it.
- If the camera is not available the screen will say, "Patient is receiving care. We'll be right back."
- If the camera is off for more than a half hour, you can contact the nursing unit or My Health Online Support.

**To get help, call
My Health Online Support**

Phone: 800-442-5502

Helpline hours:

Monday – Friday
7:00 am – 8:00 PM

Saturday
7:00 am – 3:00 PM

Sunday
Closed

Please test your video connection during these support hours. Nursing staff cannot help with My Health or video access problems.

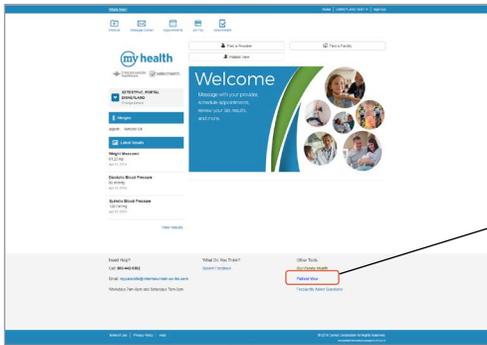


Recording of Patient View images displayed is not permitted.

How to invite others to view your loved one

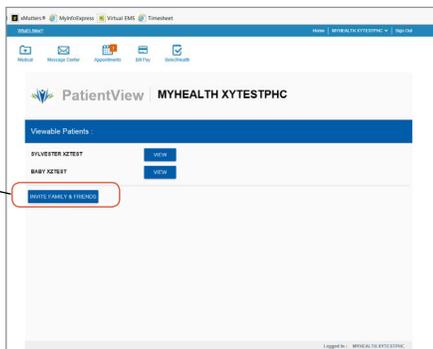
The family admin can invite others to view the patient. At this time, all people invited must have an Intermountain My Health account.

1 Log in to My Health and click **Patient View**.



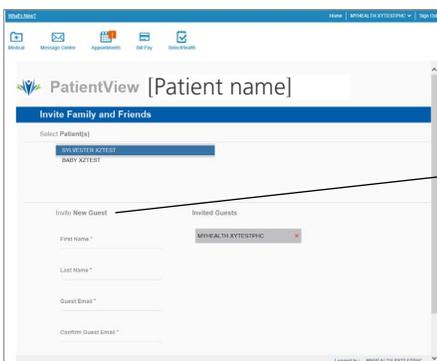
Click Patient View

2 From the **Patient View** screen:



Click Invite Family & Friends

3 The person's name will be added to the list of **Invited Guests**.



Enter name and email of guest

Click Send invite

4 The guest will receive an email invitation to Patient View. If the person does not have a My Health account, the invitation will include instructions for creating one. (At this time, My Health is only available to Intermountain Healthcare and Select Care patients.)



5 The invited guest can log in to My Health view the patient.

To remove someone from the Invited Guests list, click the X by their name.

Benefits of a My Health account

View Your Medical Records

Find lab, microbiology and imaging results, medicine, allergy and health concerns lists — just a click away.

Contact your provider's office with non-urgent needs

Your secure messages will be documented in your electronic health record.

- **Request, reschedule, or cancel an appointment.** Securely message your provider to request, reschedule or cancel an appointment.
- **Request a prescription.** My Health allows you to request renewals for any of your current medicines ordered by your participating provider.
- **Ask a question.** Did you forget to ask your provider a question on your last visit? My Health lets you to ask follow-up questions.
- **Request a referral.** You can easily request a referral to a specialist or ask your provider for a recommendation.

How to get a My Health account

- 1 Sign up at the clinic or hospital where you receive care. At the registration desk ask to sign up for My Health and provide a current email address.

If you would like to act as a proxy for a child, parent, spouse, or someone else, please check with the registrar for this service. As a proxy, you will be able to see the patient's My Health record and contact their providers.

- 2 You will receive a My Health email with a link to complete your registration.



- 3 Follow the link and complete the steps to verify your identity and finish your registration.
- 4 You are now ready to view your electronic medical record, securely message your provider, and request or cancel appointments. You may also schedule appointments online with certain providers.



Intermountain Healthcare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Se proveen servicios de interpretación gratis. Hable con un empleado para solicitarlo. 我們將根據您的需求提供免費的口譯服務。請找尋工作人員協助

© 2017 Intermountain Healthcare. All rights reserved. The content presented here is for your information only. It is not a substitute for professional medical advice, and it should not be used to diagnose or treat a health problem or disease. Please consult your healthcare provider if you have any questions or concerns. More health information is available at intermountainhealthcare.org. Patient and Provider Publications FS487 - 03/17 Also available in Spanish.