

MyChart Video Visits

You have been invited to participate in a live Video Visit with your provider. During your video visit, your clinician will interact with you through live audio and video and update your chart like a regular office visit.

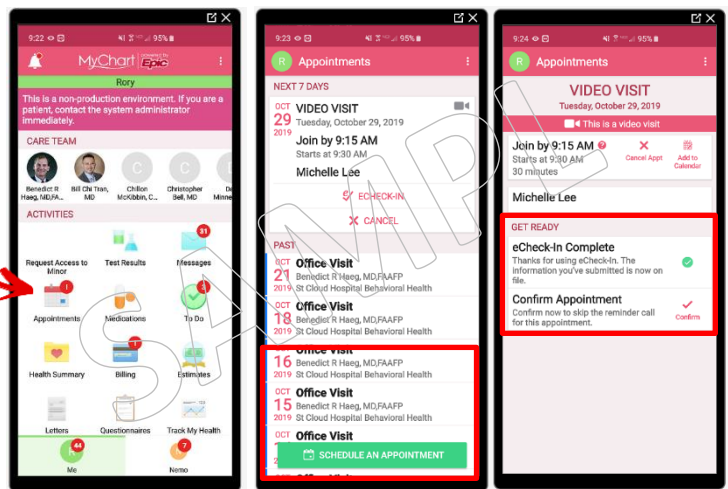
Video Visits require that you have an active MyChart account and an internet connection. You can join the video visit by logging into the MyChart website on your computer or join by using the MyChart Mobile application on an Apple iOS or Android mobile device. Based on your equipment, please follow the appropriate instructions listed below.

MyChart Mobile (using your Apple or Android mobile device)

Prepare for your video visit

Participating in Video Visits on your mobile device requires you use Google Chrome as your browser. Safari or other browsers are often set as a default on mobile devices. If you do not have Google Chrome on your device, download it and set it as your default browser. (For additional help downloading, see the tip sheets posted on our MyChart website). Proceed with the following steps:

1. **Download the MyChart mobile app.**
2. In advance of your video appointment, please test that everything is working in MyChart.
 - a) Open and log in to your **MyChart** account.
 - b) Tap to open **Appointments**.
 - c) Locate the Video Visit.
 - d) Tap **ECHECK-IN** and complete the required echeck-in steps.
 - e) To confirm, tap **Confirm Appointment**. You are all set for your upcoming Video Visit.



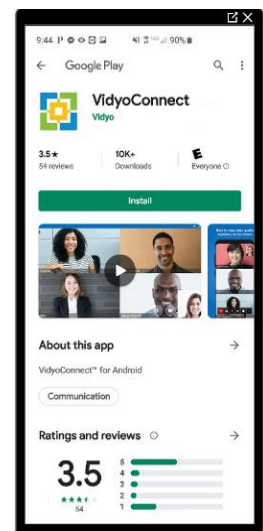
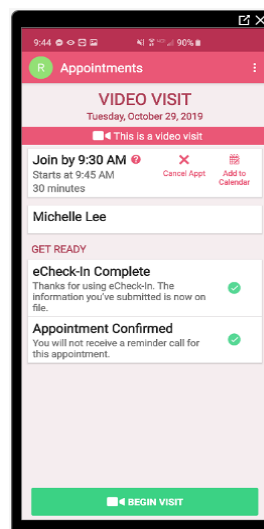
Connect to the video visit

Thirty (30) minutes before your scheduled video visit start time, please connect to the video visit by completing the following.

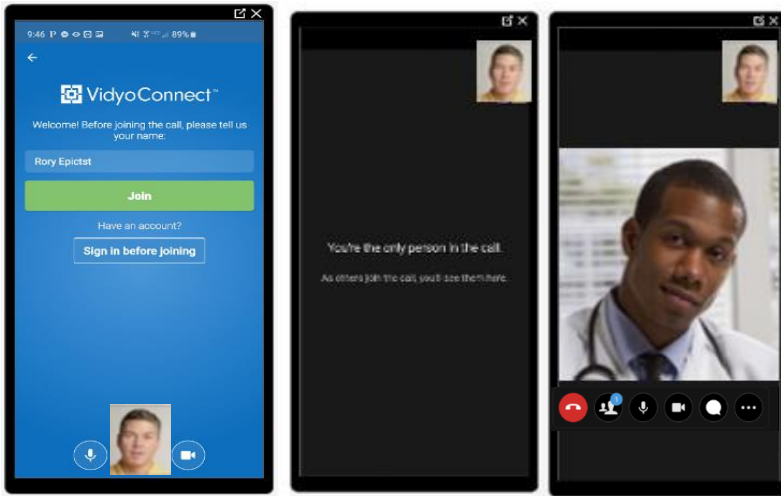
1. Open and log in to your **MyChart** mobile account.
2. Tap **Appointments** and locate the video visit.
3. To begin the visit, tap the **BEGIN VISIT** button.

First Video Visit: If this is your first video visit, you will be prompted to download **VidyoConnect**.





- a) Step through the install screens as prompted.
- b) Once the download is completed, **Exit/Close** out of the VidyoConnect app.
- c) **Log out** of your MyChart account.
- d) Now **log back into** your MyChart account.
- e) Go back into your **MyChart Appointment** details page.
- f) Click the **Begin Video Visit** again.
- g) If prompted to Open VidyoConnect click **Open**.



4. At the Vidyo Connect screen, click the **JOIN** button.
5. After you connect to the video visit, you might need to wait for your doctor to connect. When connected, your provider's picture will appear on the screen.



TIPS to help control your video visit

At the bottom of the window is a toolbar. If the toolbar is not displayed, tap the screen to view it. Pause and resume the visit by clicking the video  icon. Pausing the visit pauses the video and so that your doctor cannot see what you are doing. To pause just audio, tap the  volume button. Tap the ellipse  button to display additional options including the option to toggle your camera view. When finished, click on the phone  icon to end the video visit.

If you have any trouble connecting to your video visit, please contact your clinic.

For equipment or technical issues, you are welcome to call the Support Hotline from 8am - 5pm at: 320-255-6599.

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