

# MyChart Video Visits

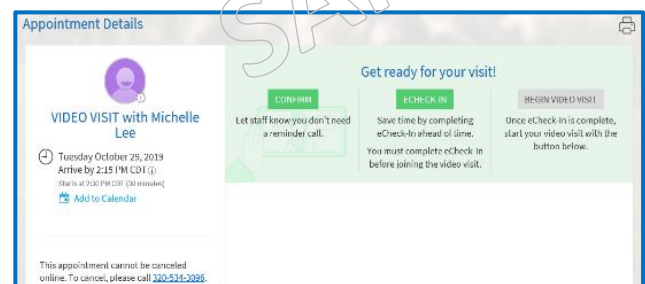
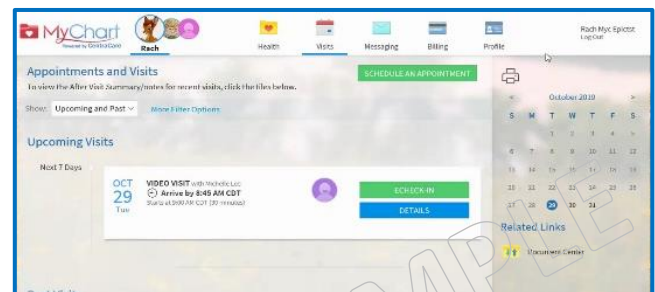
You have been invited to participate in a live video visit with your provider. During your video visit, your provider will interact with you through live audio and video.

Video visits require that you have an active MyChart account and an internet connection. You can join the video visit by logging in to the MyChart website on your computer. Follow the instructions below to prepare for your visit.

## MyChart website (using your computer or laptop)

### Prepare for your video visit

1. Make sure you have a webcam set up. This can be a webcam that is part of a laptop or a separate USB-connected webcam.
2. Connect to the internet using the Google Chrome browser. For instructions on how to download Chrome, refer to the tip sheets on the MyChart website.
3. In advance of your video appointment, please test that everything is working in MyChart.
  - a) Open and log in to your **MyChart** account.
  - b) Go to **Visits > Appointments and Visits**.
  - c) In the Upcoming Visits section, locate the Video Visit and click **Details**.
  - d) Click the **CONFIRM** button and then click on the **ECHECK-IN** to complete the required echeck-in steps.
  - e) You are all set for your upcoming video visit.



### Connect to the video visit

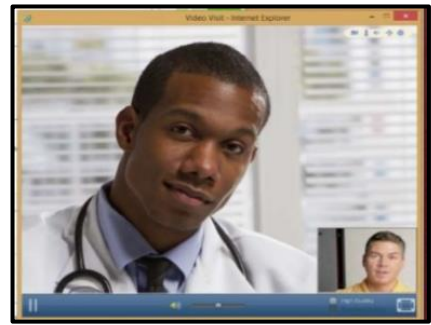
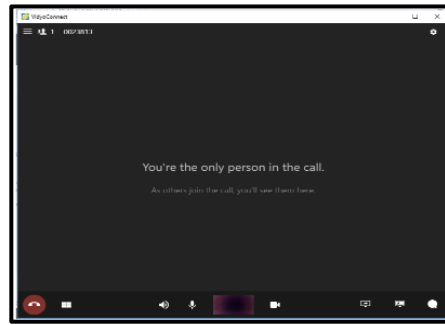
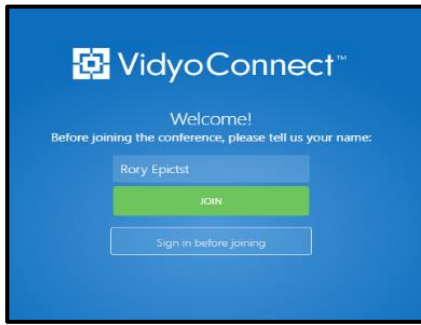
Ahead of your scheduled video visit start time, please connect to the video visit by completing the following steps.

1. Open and log in to your **MyChart** account using Google Chrome as your web browser.
2. Go to **Visits > Appointments and Visits**.
3. Locate the Video Visit and click **Details**.
4. Click **Begin Video Visit**.

**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. (NOTE: If you receive a pop-up blocker during the install process, you will need to disable the blocker.)
- 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**.

5. At the Vidyo Connect screen, click the **JOIN** button. (If you receive a message to switch apps, click the **YES** button.)



After you connect to the video visit, you might need to wait for your provider to connect. When connected, your provider's picture will appear on the screen.

## TIPS to help control your video visit

There is a toolbar at the bottom of your screen. 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. While paused, your provider 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.