

# MyChart Video Visits

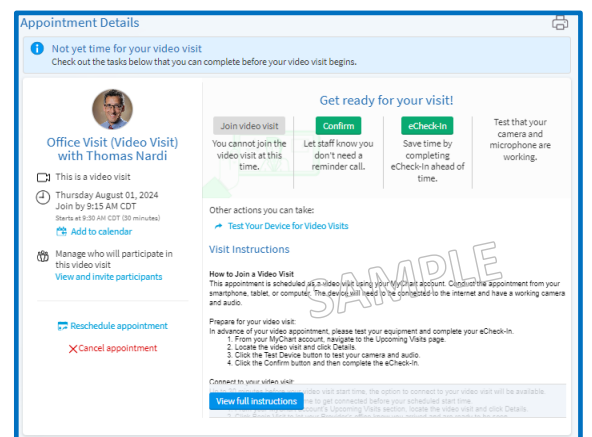
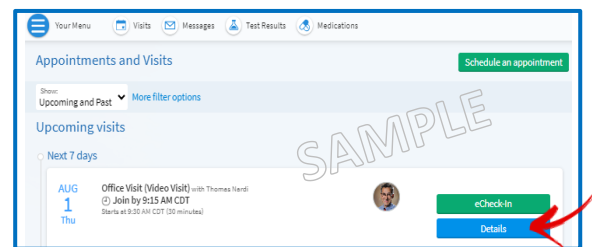
You are scheduled to participate in a live Video Visit with your provider. During your video visit, your clinician will interact with you through live audio and video and update your chart like a regular office visit.

Video Visits require that you have an active MyChart account, a computer equipped with a camera and sound, 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. If you plan to connect to your provider using your computer or laptop, please follow the instructions listed below. (NOTE: If you plan to use your mobile device, please locate and follow the MyChart Video Visits Using Your Mobile Device instructions also located on our MyChart website.)

## MyChart website (using your computer or laptop)

### Prepare for your video visit

1. Log onto your computer. You must be using Windows, version 10 or higher or Mac OS 10.14 or later.
2. 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.
3. Open a web browser.
4. In advance of your video appointment, please test your equipment and complete your eCheck-In.
  - a) Open and log in to your **MyChart** account.
  - b) Use the Menu or shortcut buttons to locate and click on **Visits**.
  - c) In the Upcoming Visits section, locate the Video Visit and click **Details**.
  - d) Click the **Test Your Device for Visit Visits** link to test your equipment.
  - e) Click the **CONFIRM** button.
  - f) Click on the **eCHECK-IN** button and complete the required echeck-in steps.
  - g) You are all set for your upcoming Video Visit.

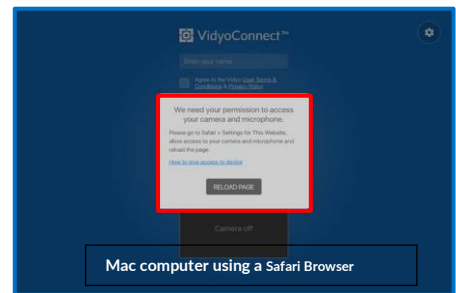
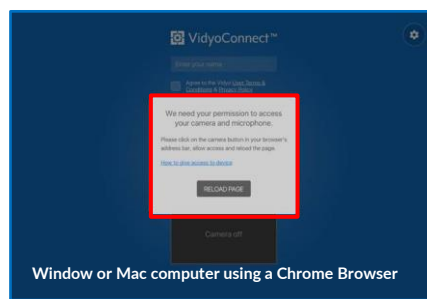
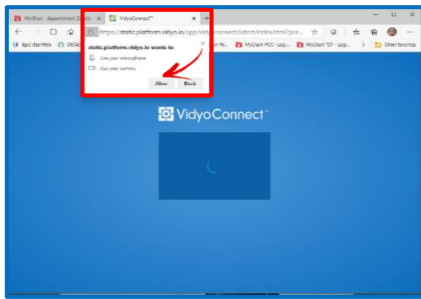


### Connect to the video visit

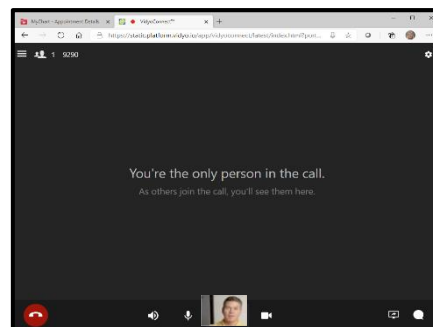
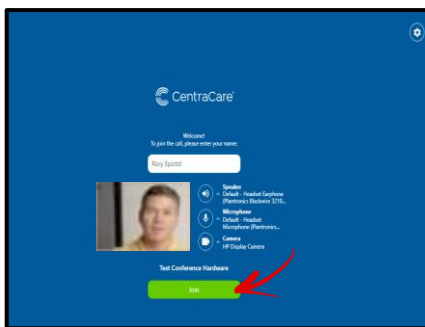
Up to **thirty (30) minutes** before your video visit start time, the option to connect to your video visit will be available. Please allow yourself ample time to get connected before your scheduled start time.

1. Open a web browser. (If using a Windows machine, use Google Chrome 83 or higher. If using a Mac machine, please use Safari 13.1.1 or later. If you need help downloading browsers, please see additional download instruction posted on our MyChart website.)
2. Log in to your **MyChart** account.
3. From the Menu or shortcut buttons, locate and click on **Visits**.
4. Locate the video visit and click **Details**.
5. Click **Join Video Visit**.
6. A VidyoConnect window will open in your web browser. (NOTE: If prompted to download the Vidyo App, please see instructions in the Troubleshooting section on the next page.)

- Participating in an online Video Visit with your provider requires the use of your computer's microphone and web camera. If this is your first video visit on this computer, you will be asked permission to use these devices. Click the **ALLOW** button or follow any other instructions provided by your browser and when complete, click the **RELOAD PAGE** button.







- At the VidyoConnect screen, click the **JOIN** button.

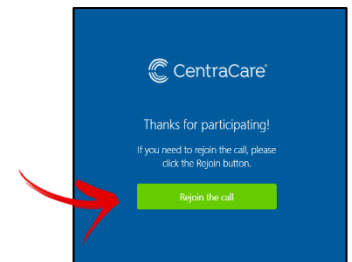


- After you connect to the video visit, you might need to wait for your doctor to connect. When connected, your clinician's picture will appear on the screen.

- If there is a delay in your clinician's arrival, you may be prompted to **REJOIN THE CALL** to return to the video visit session.

## TIPS to help control your video visit

At the bottom of the window is a toolbar. If the toolbar is not displayed, click the screen to view it. Pause and resume the visit by clicking the video  icon. Pausing the visit pauses the video so that your clinician 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.



## TROUBLESHOOTING your video visit

Log onto your computer. You must be using Windows, version 10 or higher or Mac OS 10.14 or later and you must have access to a webcam. This can be a webcam that is part of a laptop or a separate USB connected webcam. In MyChart, when you click the button to **BEGIN VIDEO**, the VidyoConnect window should open into your web browser. If using a Windows computer, use Google Chrome 83 or higher as your web browser. If using a Mac computer, please use Safari 13.1.1 or later. (If you need help downloading a browser, please see additional download instructions posted on our MyChart website.)

If the web browser is not able to launch the video visit, you will be prompted to join using the Vidyo software instead. If this is your first time using the software on this computer, you will be prompted to download VidyoConnect. If you have already downloaded the software, always click the option to download. This will ensure you have the most up-to-date version.

- Step through the install screens as prompted. (NOTE: during the install process, if you receive a pop-up blocker notification, you will need to disable the blocker.)
- Once the download is completed, **Exit/Close** out of the VidyoConnect app.
- Log out** of your MyChart account.
- Now **log back into** your MyChart account.
- Go back into your **MyChart Appointment** details page.
- Click the **Begin Video Visit** again. If prompted to Open VidyoConnect click **Open**.

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

For help with equipment or technical issues call the Support Hotline from 8am - 5pm at 320-240-7897.