

VIDEO VISIT THROUGH MYCHART

You can schedule a video visit to have a face-to-face interaction with your doctor from the convenience of home or work.

Prepare for your video visit

To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- If using a computer, make sure you have a webcam set up. This can be a webcam that's part of a laptop or a separate USB webcam.
- If you are using a smartphone, download/update the MyChart app from your app store.

After you've done these things, you can test that everything is working in MyChart. You should complete this test at least 30 minutes prior to your start time.

Computer

1. Go to **Visits > Appointments and Visits**.
2. Locate the video visit.
3. Click **Test Hardware** to make sure that your camera and microphone are working.

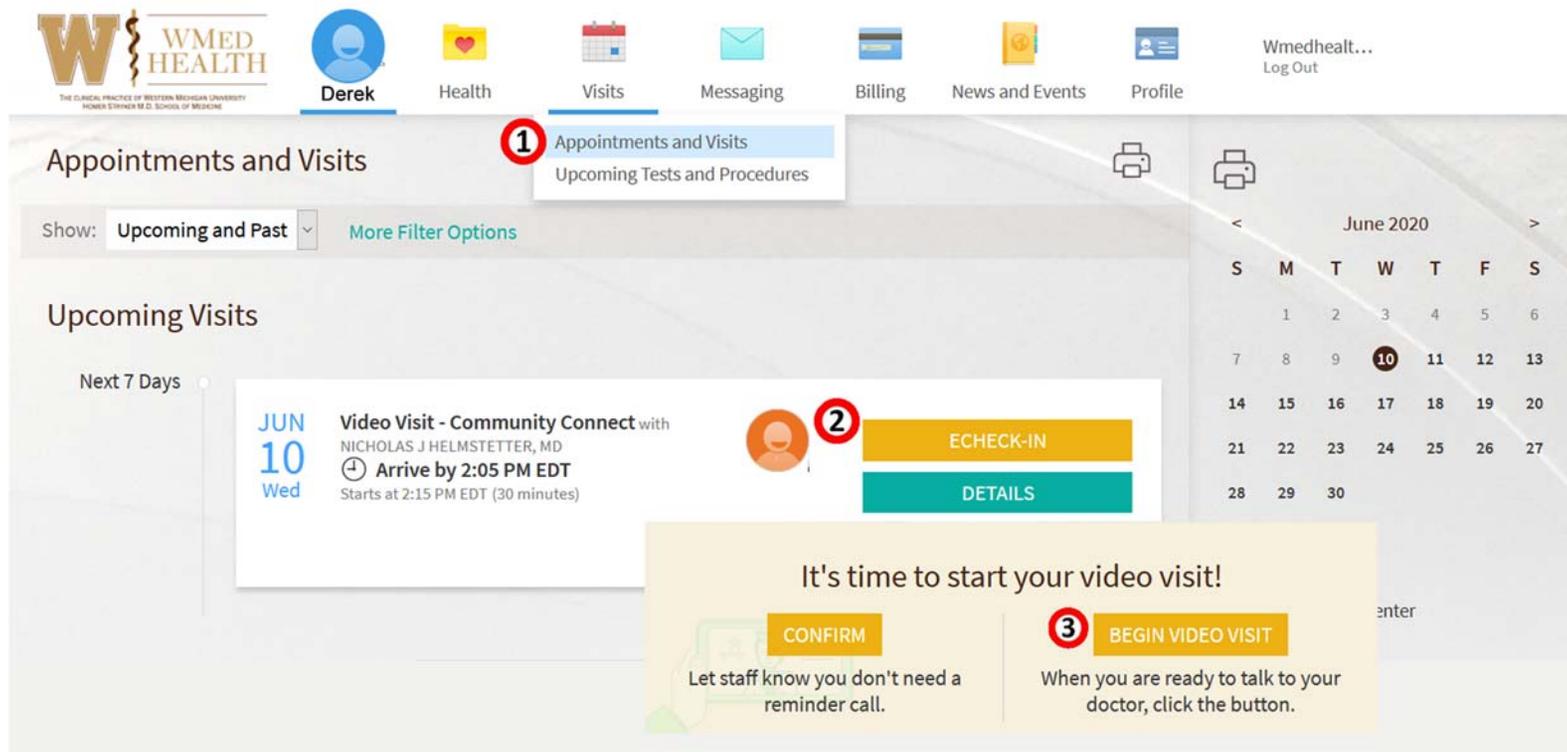
Mobile App

1. Tap **Appointments**.
2. Tap your **upcoming video visit appointment**.
3. Tap **Test Hardware**. Note that this button no longer appears when the option to connect to the video visit becomes available, 10 minutes before the appointment.

Connect to the video visit (Computer)

You can connect to the video visit a certain amount of time before your appointment start time.

1. Go to **Visits > Appointments and Visits**.
2. Locate the video visit and click on **eCheck-In**. You must complete eCheck-In before you can start your video visit.
3. Click **Begin Video Visit**. After you connect to the video visit, you might need to wait for your doctor to connect.



The screenshot shows the MyChart patient portal interface. At the top, there is a navigation bar with icons for Health, Visits, Messaging, Billing, News and Events, and Profile. The 'Visits' icon is highlighted with a red circle and the number 1. Below the navigation bar, the 'Appointments and Visits' section is active, showing a list of upcoming visits. A specific video visit is highlighted for June 10th at 2:05 PM EDT. The interface includes buttons for 'ECHECK-IN' and 'DETAILS'. A calendar on the right shows the date June 10th selected. A modal alert is displayed at the bottom, titled 'It's time to start your video visit!', with buttons for 'CONFIRM' and 'BEGIN VIDEO VISIT'. Red circles with numbers 2 and 3 are overlaid on the interface to indicate the steps: 2. Clicking 'ECHECK-IN' and 3. Clicking 'BEGIN VIDEO VISIT'.



When it's time to connect to your video visit, an alert appears on the MyChart home page. You can also click the link in this alert to connect.

Connect to the video visit (Computer)

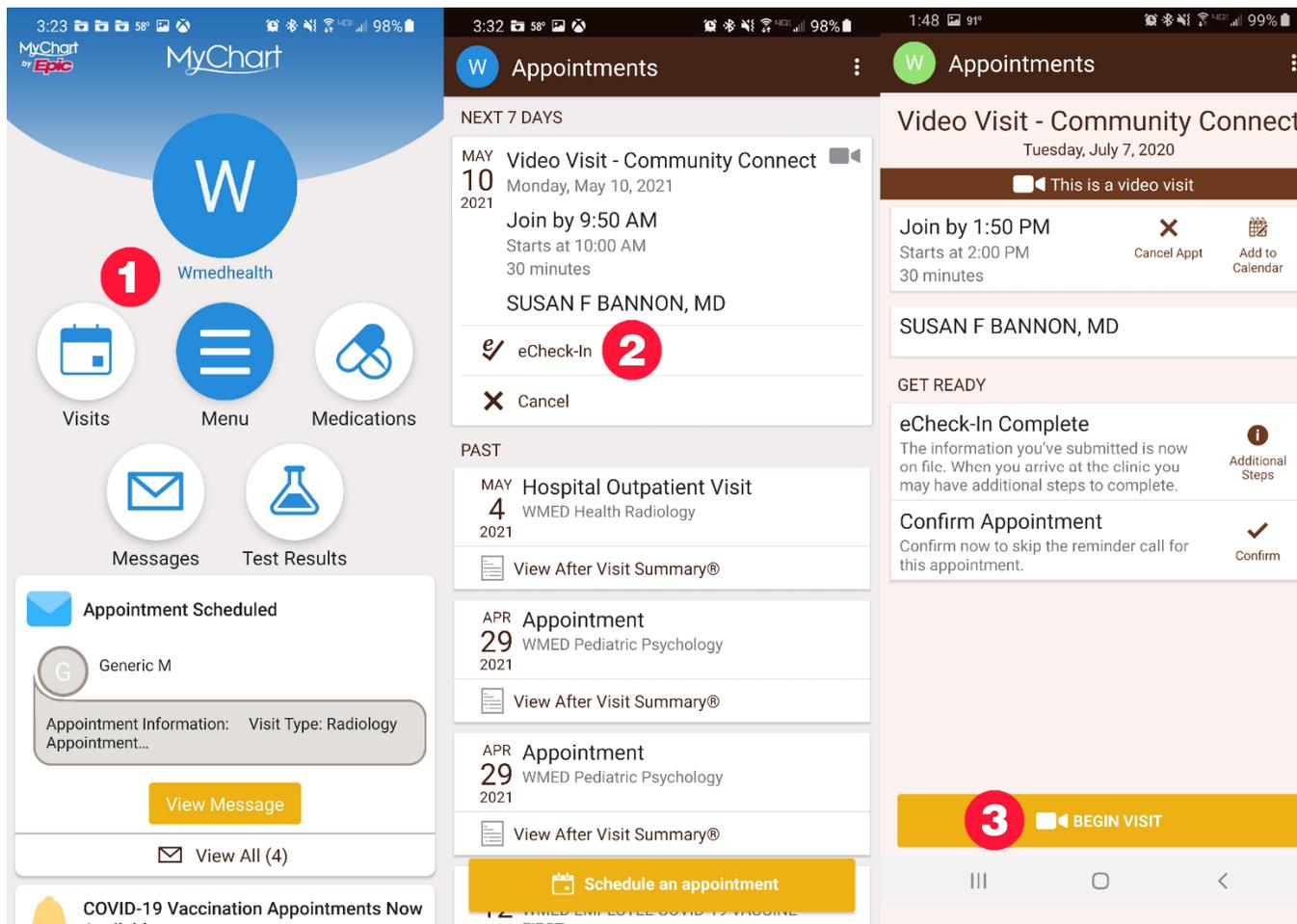


Your doctor hasn't started the meeting yet. You'll join automatically.

Don't refresh your browser to avoid any interruptions. If you're not connected after 30 minutes, close the window and relaunch the meeting from the patient portal.

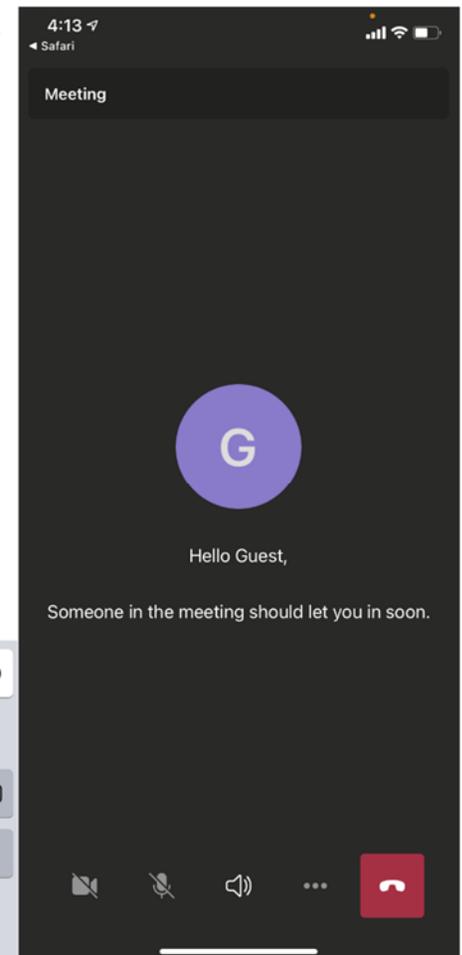
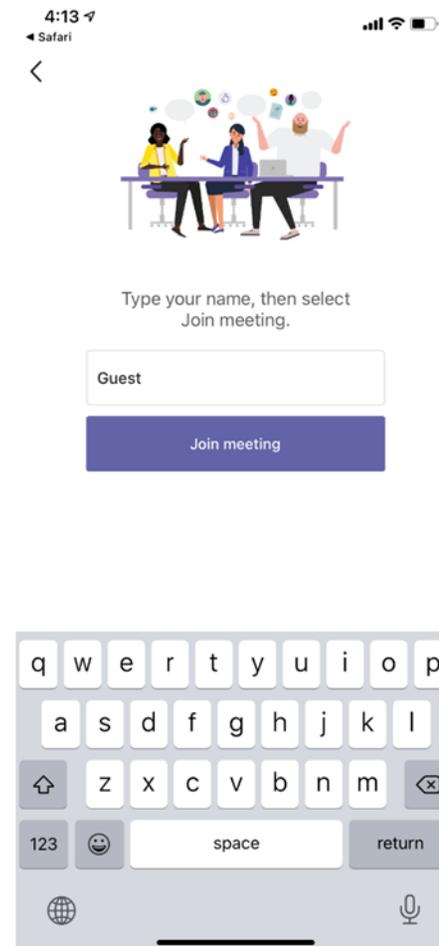
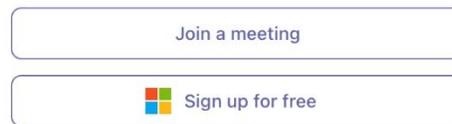
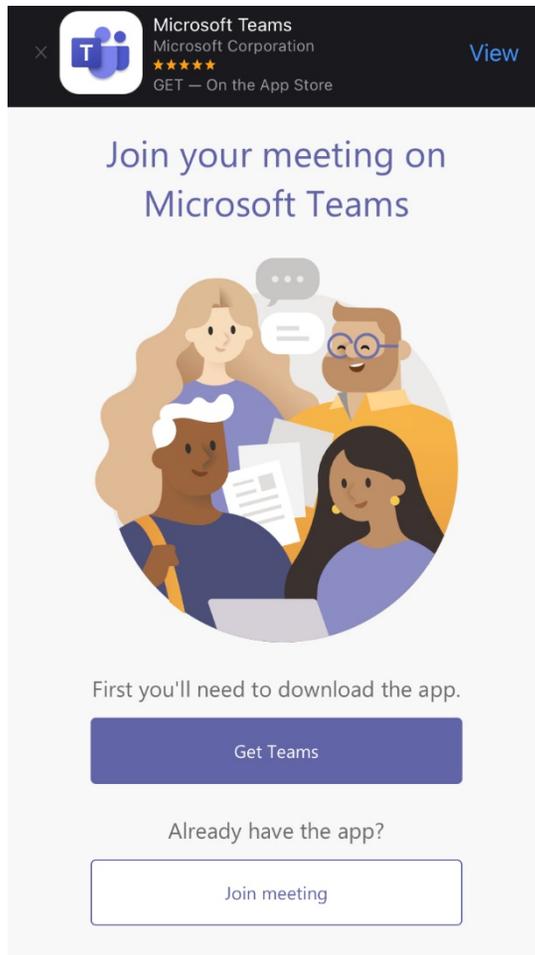
Connect to the video visit (Mobile app)

1. Go into the MyChart app and tap on **Appointments**.
2. Locate your visit and tap on **eCheck-In** to update your information. You must complete eCheck-In before you can start your video visit.
3. Once eCheck-In is complete, tap on **Begin Visit**.

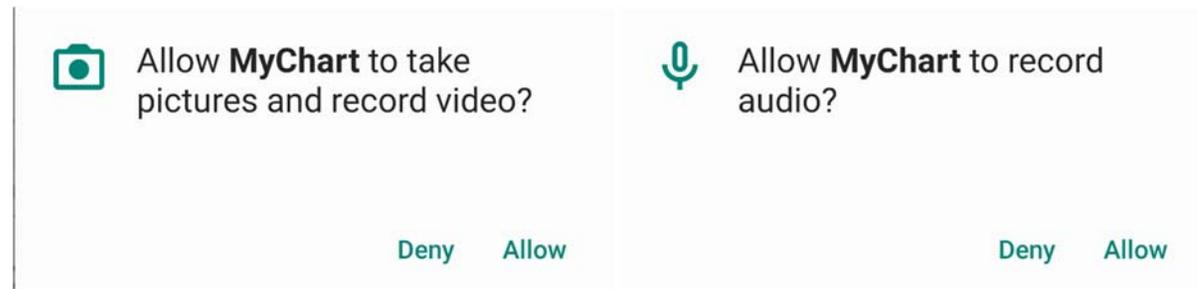


Connect to the video visit (Mobile app)

1. If you do not already have the **Teams** app on your phone, you will need to download it.
2. Click **Join a meeting**, then type your name and click **Join meeting**.
3. After you connect to the video visit through teams, you might need to wait for your doctor to connect.



4. If this is your first time using Video Visits, you will likely need to allow the MyChart app access to several things on your phone. If prompted, allow access to all of the following:
 - a. Take Pictures and Record Video
 - b. Record Audio
 - c. Access Photos, Media, and Files on your Device



5. Once accepted, the video visit will begin and you will see a split screen with yourself and the provider.
6. After you connect to the video visit, you might need to wait for your doctor to connect.
7. Once your video visit has finished, tap the hang-up button to end the call.

© 2018 Epic Systems Corporation. All rights reserved. PROPRIETARY INFORMATION - This item and its contents may not be accessed, used, modified, reproduced, performed, displayed, distributed or disclosed unless and only to the extent expressly authorized by an agreement with Epic. This item is a Commercial Item, as that term is defined at 48 C.F.R. Sec. 2.101. It contains trade secrets and commercial information that are confidential, privileged and exempt from disclosure under the Freedom of Information Act and prohibited from disclosure under the Trade Secrets Act. After Visit Summary, Analyst, App Orchard, ASAP, Beaker, BedTime, Bones, Break-the-Glass, Caboodle, Cadence, Canto, Care Everywhere, Charge Router, Chronicles, Clarity, Cogito ergo sum, Cohort, Colleague, Community Connect, Cupid, Epic, EpicCare, EpicCare Link, Epicenter, Epic Earth, EpicLink, EpicWeb, Good Better Best, Grand Central, Haiku, Happy Together, Healthy Planet, Hyperspace, Kaleidoscope, Kit, Limerick, Lucy, MyChart, OpTime, OutReach, Patients Like Mine, Phoenix, Powered by Epic, Prelude, Radar, Resolute, Revenue Guardian, Rover, Share Everywhere, SmartForms, Sonnet, Stork, Tapestry, Trove, Welcome, Willow, Wisdom, and With the Patient at Heart are registered trademarks, trademarks or service marks of Epic Systems Corporation in the United States of America and/or other countries. Other company, product and service names referenced herein may be trademarks or service marks of their respective owners. U.S. and international patents issued and pending.

This guide is based on May 2019.