

MyChart

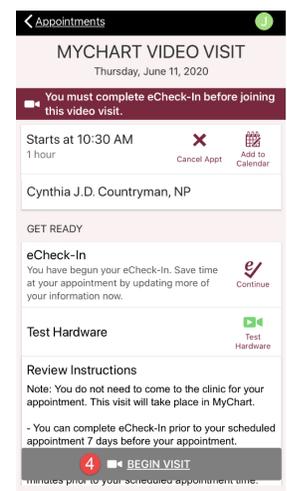
VIDEO VISITS

MyChart Video Visits are a great way to receive care without coming for an in-person appointment. You can use a web browser on your desktop or a mobile application to start a video visit. Mobile devices are preferred because most already have the appropriate camera and microphone setup for video visits. To get started, download the **MyChart app** from the Apple App Store or Google Play store.

Using MyChart Video Visits

Join a Scheduled Video Visit from a Mobile Device

1. Fifteen minutes prior to your video visit appointment, log in to the **MyChart app** on your mobile device and tap the **Appointments** icon on the home screen.
2. Your scheduled video visit appears in this list. Tap to open the appointment details.
3. Tap **eCheck-In** to review the necessary information prior to beginning your visit.
4. After you've completed eCheck-In, tap **Begin Visit** to connect with your provider.
5. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly.



Join a Scheduled Video Visit from a Computer

1. Fifteen minutes prior to your video visit appointment, log in to **MyChart** and select **Begin Your Video Visit** on the main homepage. Note: MyChart Video Visits are not compatible with Internet Explorer. Please use Google Chrome, Firefox or Microsoft Edge.
2. Complete **eCheck-In** to review the necessary information prior to beginning your visit.
3. After you've completed eCheck-In, click **Begin Video Visit** to connect with your provider. Note: You can check your connection by clicking "Click here to test your hardware."
4. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly.

You can watch a video tutorial at <https://bit.ly/3ftL20n>.

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Language Services:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 317.880.5000.

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