# **MyChart Mobile Video Visits for Patients**



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## **About MyChart Mobile Video Visits**

#### What is a Video Visit?

Video visits provide a secure way for you to virtually connect with your doctor, \*when appropriate.

### What are the requirements for doing a video visit?

A tablet or mobile phone with the MyChart mobile application installed is required.

- If you do not have the MyChart mobile application, follow the links to the <u>Apple App Store</u> or <u>Android Play</u> <u>Store</u> to download the needed application to your device.
- A stable internet connection to your mobile device with a working camera and microphone are required for a successful Video Visit.
- Video visits are only available for patient ages 0-11 and 18+.
- \*Not all reasons for visit are appropriate to be seen over video and your physician may request that you are seen in clinic.

## Support for Video Visits with MyChart Mobile

#### How do I access MyChart Mobile for my Video Visit?

For the best patient experience, use the MyChart App. If you schedule your first video visit from your mobile device, MyChart will ask you to allow access to your mobile devices camera and microphone. By clicking **OK**- you will be ready for your visit as scheduled.



### How do I test the webcam and microphone on my Mobile Device prior to my video visit?

Navigate to your Upcoming Appointments within MyChart and select the Video Visit appointment. Up until 15 minutes prior to your visit you will be able to **Test Video** to ensure your webcam and microphone are functioning correctly.

2:50 PM Thu Sep 12	4	P 🕑 70% 💻
Appointments		
Video Visit Monday, September 23, 2019		
This is a video visit		
Join by 12:05 PM Starts at 12:20 PM 20 minutes	Reschedule or Cancel	Add to Calendar
Wait List Available Get notified if an earlier appointment becomes available.		Get On Wait List
Maged Melek, MD		
GET READY		
Review Instructions		
Please test your hardware prior to your visit. Please connect to your visit on time, if you h appointment time your visit will be marked as a no show.	ave not connected 15 minutes after your	
Test Video		

If you receive the "You're all set!" response, no further action is needed to prepare for your video visit.

2.00 PM THU BEP 12		A 8, 10% TO	
		0	
Ma	Video Visit anday, September 23, 2019		
	🛤 This is a video visit		
Join by 12:05 PM Starts at 12:20 PM 20 minutes		Reschedule Add to or Cancel Calend	You're all set!
Wait List Available Get notified if an earlier appointment becomes av	You're all set!	Get On Wait List	We found a working camera and
Maged Melek, MD	e round a working sambra and incophone as well as an active net connection. You can join video visits from this device.		microphone as well as an active internet connection. You can ioin video
Review Instructions	ок		visits from this device
Please test your hardware prior to your visit. Please come appointment time your visit will be marked as a no show.	ect to your visit on time, if you have not connected 15 minut	tes after your	visits from this device.
			ОК
	E4 Test Video		

#### What if my microphone or camera fails the test on my Mobile Device prior to connecting to my Video Visit?

If you have not granted permission for MyChart to access your camera and/or microphone, you will receive one of the following messages:



To grant MyChart the needed permissions, navigate to your mobile device **Settings**. Locate MyChart on the list of Applications, and adjust the settings for both **Microphone** and **Camera**.

MyChart	
ALLOW MYCHART TO ACCESS	
Location	While Using >
Microphone	
Camera	
Siri & Search Siri & Suggestions	>
Notifications	>
	MyChart  ALLOW MYCHART TO ACCESS

#### How do I join my Video Visit?

You will be able to join your video visit up to 15 minutes prior to your scheduled appointment time. You will see the long button that you used to "Test Video" will now read "**Begin Visit**."

8:10 AM Mon Sep 16	4	م 55% 💷	
✓ Appointments			
Primary Care Sick Video Visit Monday, September 16, 2019			
This is a video visit			
Join by 8:05 AM Starts at 8:20 AM 20 minutes	X Cancel Appt	Add to Calendar	
Wait List Available Get notified if an earlier appointment becomes available.		Get On Wait List	
FAMILY MEDICINE, PHYSICIAN, MD			
GET READY			
eCheck-In Complete Thanks for using eCheck-In. The information you've submitted is now on file.		0	
Confirm Appointment Confirm now to skip the reminder call for this appointment.		Confirm	
Review Instructions Please test your hardware prior to your visit. Please connect to your visit on time, if you have not connected 15 minutes after your appointment time your visit will be marked as a no show. It is highly recommended that patients connect via the MyChart App which is available in the Google Play Store of the Apple App Store. Please be advised, during your Video Visit, your provider may determine that an in-person visit will be required to completely assess your condition. If this occurs, you will be asked to schedule a follow-up appointment with your Provider.			
EGIN VISIT			

If you are trying to join your Video Visit more than 15 minutes after the start of your appointment, you have been counted as a no show, and will not see the Begin Visit button on your appointment.



### I have join my Video Visit- but don't see anyone else?

If you are successfully connected to the Video Visit, but no one from the clinic is connected yet, you will see the words "waiting for" prior to the name of the provider your visit is with.



### What are the controls on the screen that I see?



The camera icon pivots the view your provider sees between the camera on the front of your phone and the camera on the back of your phone.

The microphone icon allows you to mute the sound on your end.



The red hang phone up icon allows you to end the video visit on your end.

#### What happens if I accidentally leave my video visit?

One of three things has likely happened. You have either pressed the red hang phone up icon and will receive this message. Choose stay if you want to stay connected to the Video Visit.



If you have pressed the home button and navigated to another application or your home screen and you see the red bar at the top of the screen, you are still connected to your Video Visit. Simply open the app by clicking on the MyChart icon to be returned to your previous view with the provider.



If you have lost your internet connection, reconnect to the internet and open the app by clicking on the MyChart icon.

Primary Care Sick Video Visit waing the PAMIN MEDICINE, REVISION, MO	
Disconnected You but internet connection.	

If you have left the Video Visit completely, and it is 30 minutes or less after the time of your scheduled appointment, you can rejoin the Video Visit by opening the MyChart application and selecting the appointment exactly as you did when you joined the first time.

**Riverside University Health System**