

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?

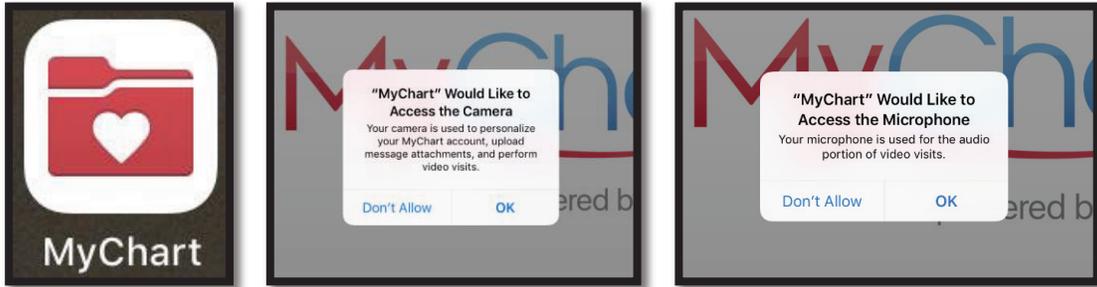
A tablet or mobile phone with the MyChart mobile application installed is required.

- If you do not have the MyChart mobile application, follow the links to the [Apple App Store](#) or [Android Play Store](#) 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

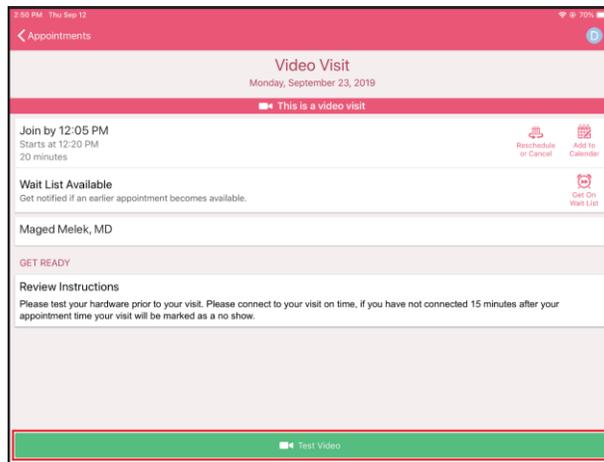
How do I access MyChart Mobile for my Video Visit?

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.

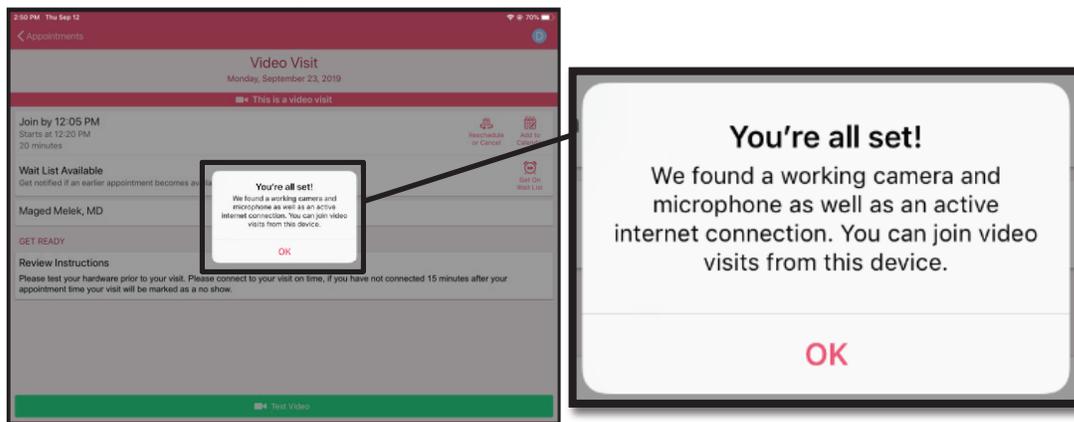


How do I test the webcam and microphone on my Mobile Device prior to my video visit?

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.

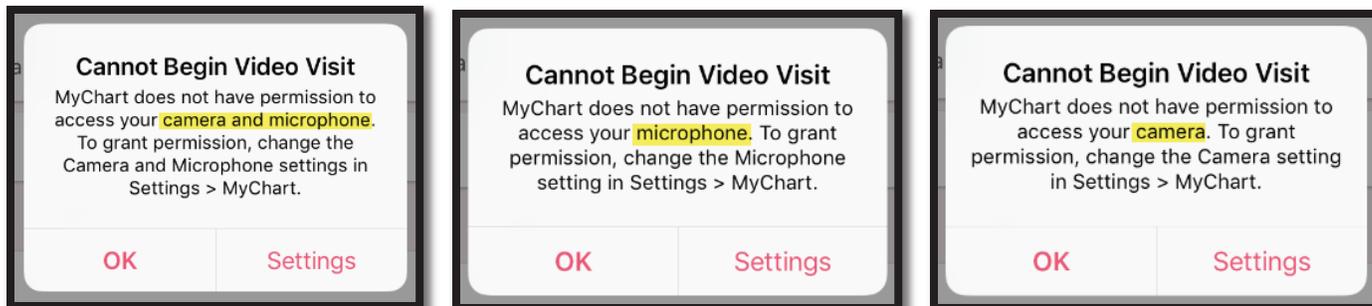


If you receive the **“You’re all set!”** response, no further action is needed to prepare for your video visit.

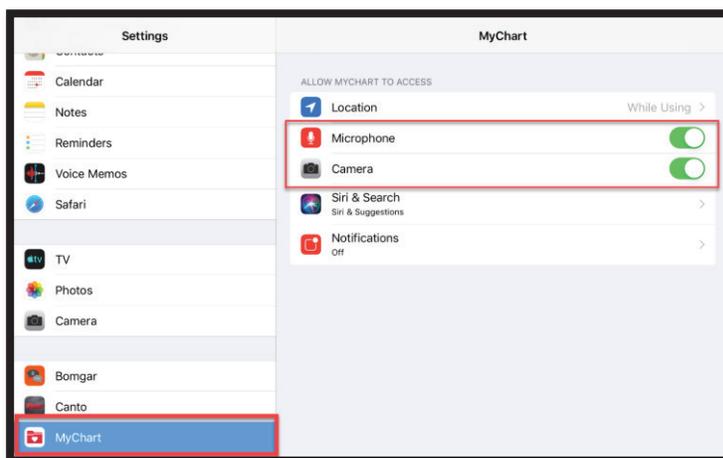


What if my microphone or camera fails the test on my Mobile Device prior to connecting to my Video Visit?

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

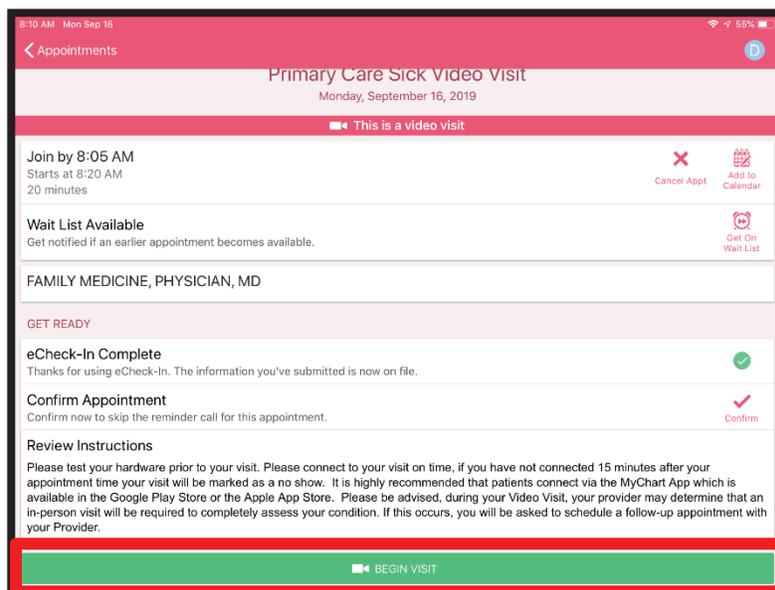


To grant MyChart the needed permissions, navigate to your mobile device **Settings**. Locate MyChart on the list of Applications, and adjust the settings for both **Microphone** and **Camera**.



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."

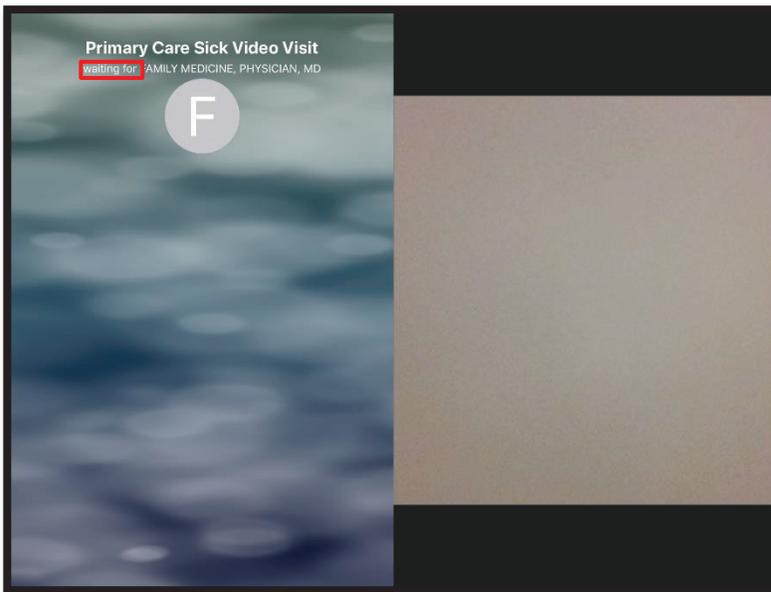


If you are trying to join your Video Visit more than 15 minutes after the start of your appointment, you have been counted as a no show, and will not see the **Begin Visit** button on your appointment.



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.



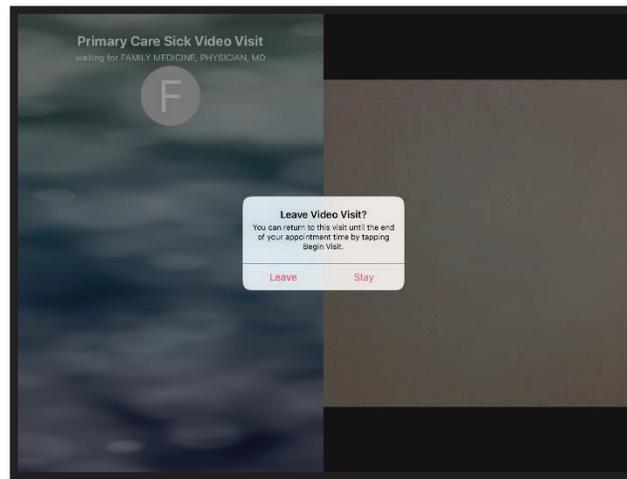
The microphone icon allows you to mute the sound on your end.



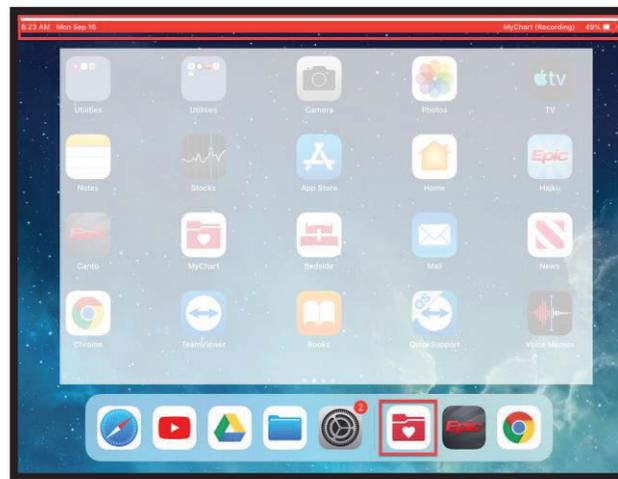
The red hang phone icon allows you to end the video visit on your end.

What happens if I accidentally leave my video visit?

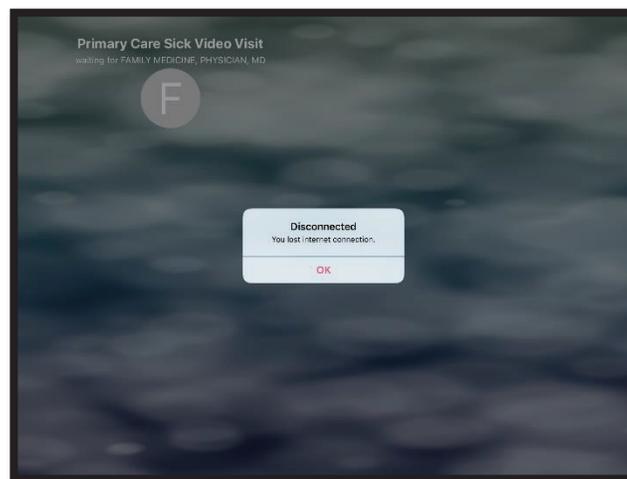
One of three things has likely happened. You have either pressed the red hang phone up icon and will receive this message. Choose stay if you want to stay connected to the Video Visit.



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.



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.