

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.

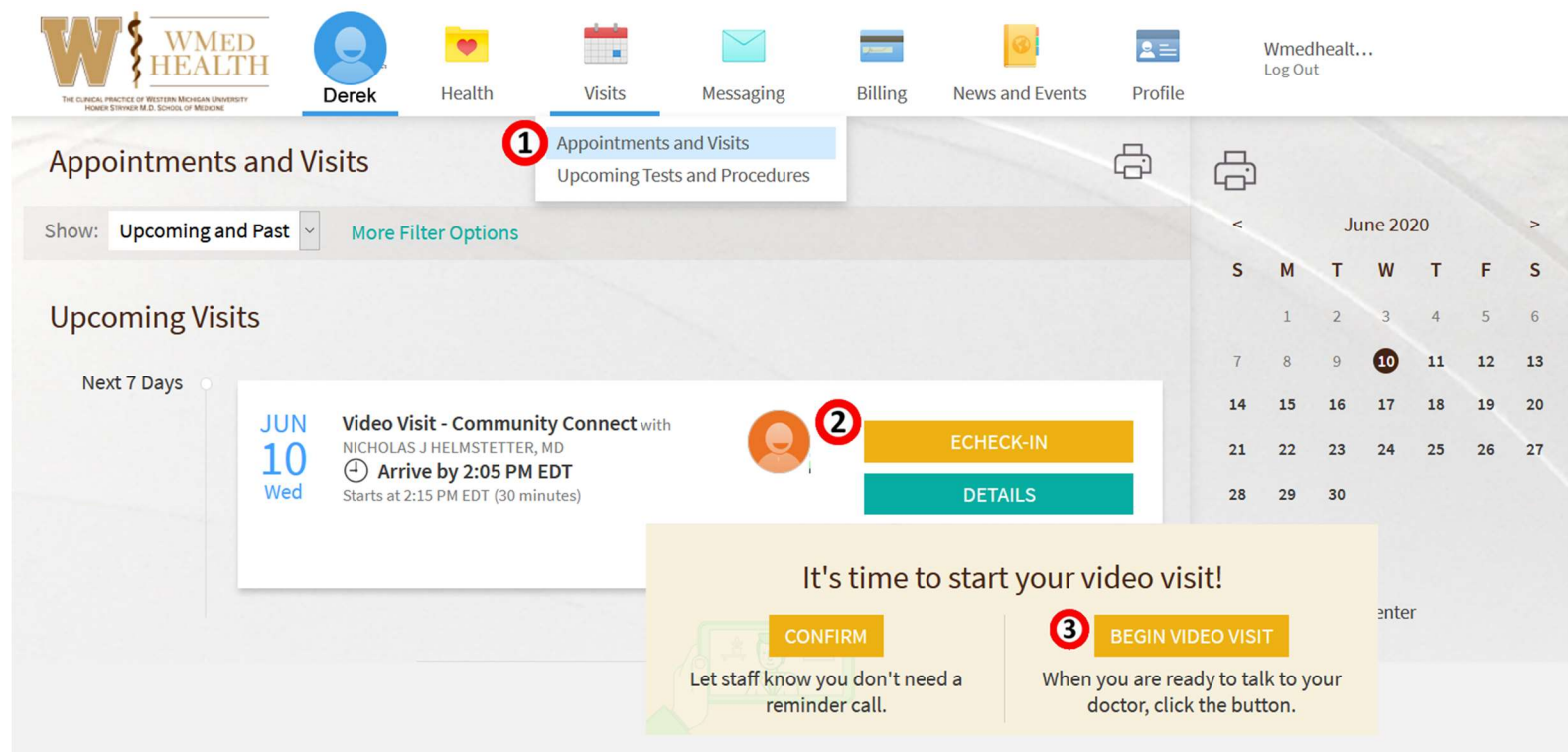
Mobile App

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.

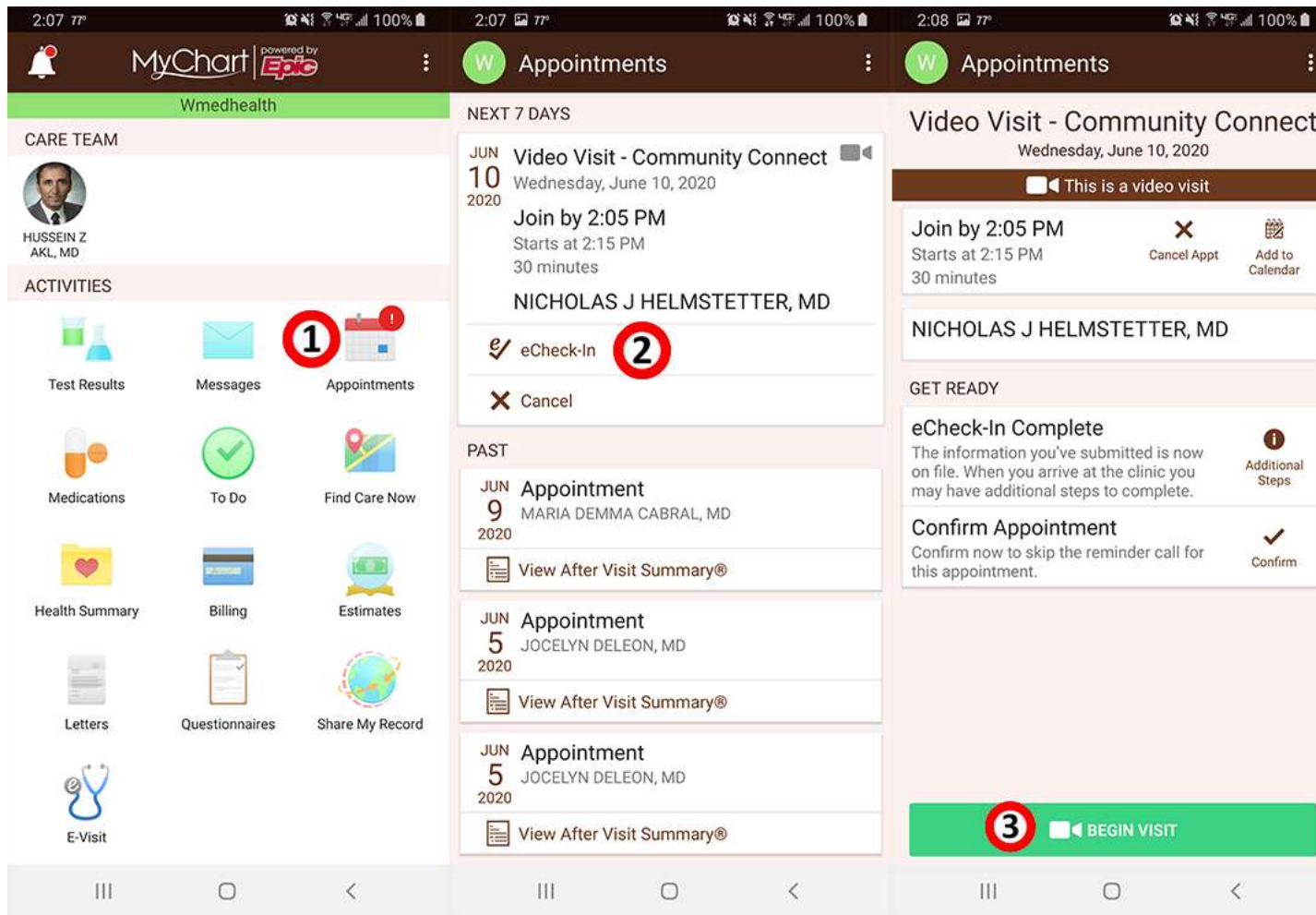
1. Go to **Visits > Appointments and Visits**.
2. Locate the video visit and click on **eCheck-In**. You must complete eCheck-In before you can start your video visit.
3. Click **Begin Video Visit**. After you connect to the video visit, you might need to wait for your doctor to connect.



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 (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**.



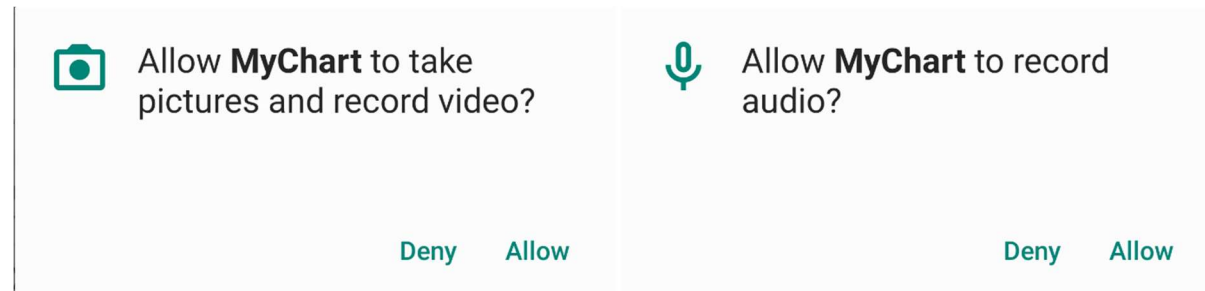
The image displays three sequential screenshots from the MyChart mobile application, illustrating the steps to connect to a video visit. Red circles with numbers 1, 2, and 3 highlight the specific actions required.

Screenshot 1 (Left): Shows the MyChart home screen. The 'Appointments' icon in the 'ACTIVITIES' section is circled with a red '1', indicating the first step.

Screenshot 2 (Middle): Shows the 'Appointments' screen. The 'eCheck-In' option for the selected appointment is circled with a red '2', indicating the second step.

Screenshot 3 (Right): Shows the 'Video Visit - Community Connect' details screen. The 'BEGIN VISIT' button at the bottom is circled with a red '3', indicating the final step.

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.

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This guide is based on May 2019.