

Video Visits in MyChart Connecting with a PC

Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

Preparing for your visit – To be completed up to 7 days prior to visit

Requirements:

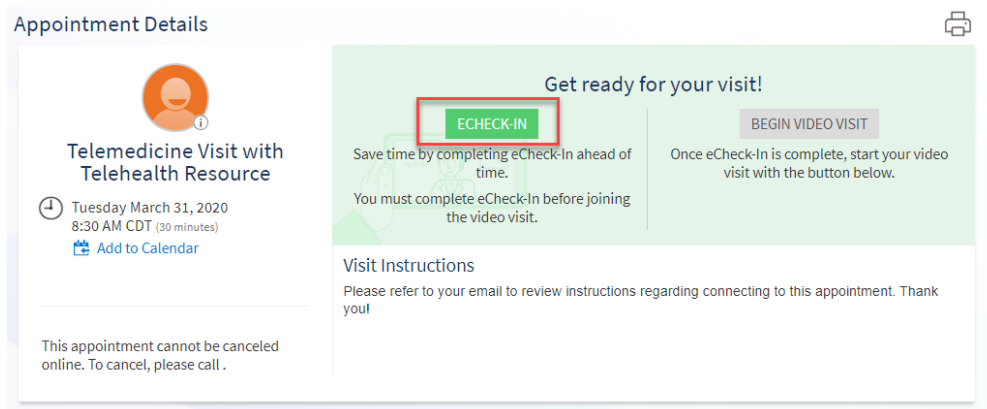
- Google Chrome or Mozilla FireFox set as your default browser
- Webcam
- Speakers and Microphone
- Active MyChart account

1. Log in to MyChart on your computer by visiting <https://mychart.comhs.org>.
2. An alert at the top of your MyChart log in page will let you jump right into details regarding your upcoming visit. You can also get to this information by going to Appointments and Visits and selecting Details for this visit.



View instructions for your appointment on Tuesday, March 31, 2020 with Telehealth Resource. Please fill out your questionnaires before coming.

3. You must complete eCheck-in prior to starting your video visit. During eCheck-in you can update your demographics, insurance information, allergies, medications, and pharmacy location. If your provider has any questionnaires they would like you to complete prior to the visit you will find those here as well.



The screenshot shows the 'Appointment Details' page in MyChart. On the left, there is a profile icon and the text 'Telemedicine Visit with Telehealth Resource' with a clock icon indicating the appointment is on 'Tuesday March 31, 2020 8:30 AM CDT (30 minutes)' and an 'Add to Calendar' button. Below this, it states 'This appointment cannot be canceled online. To cancel, please call.' The main content area has a green header 'Get ready for your visit!' with two buttons: 'ECHECK-IN' (highlighted with a red box) and 'BEGIN VIDEO VISIT'. Text below the buttons explains that completing eCheck-In saves time and is required before joining the video visit. A 'Visit Instructions' section at the bottom refers to an email for more details.

- 4. Your appointment details will contain a Test Connectivity link that will enable you to ensure your microphone and camera are set up and that your connection is adequate to complete a video visit. Use the Connection Status Test link within your Appointment details Visit Instructions to complete this test. Click 'Connection Status Test'.

Visit Instructions

Please review the Video Visit FAQ section in MyChart and complete eCheck-in prior to your appointment. Using the MyChart Mobile app on your phone is the preferred method to establish a connection. If using a lap top or PC, video visits will require Chrome or Firefox browsers. Internet Explorer, Safari and Microsoft Edge *will not* be able to launch your visit. You will be able to connect to your visit as early as 15 minutes before your scheduled appointment time.

Prior to your appointment time, please test your connection status by clicking: [Connection Status Test](#) *This can be done at any time prior to the visit.*

You will be prompted to Check-in and enter your name. Once entered, click the Test Connection Status button. Look for Connectivity Test complete to see your connection is successful. You may exit the browser once the test is finished. For more instructions or troubleshooting, please review the Video Visit section in the Frequently Asked Questions page..

- 5. Click on "CHECK-IN" on the window that appears.

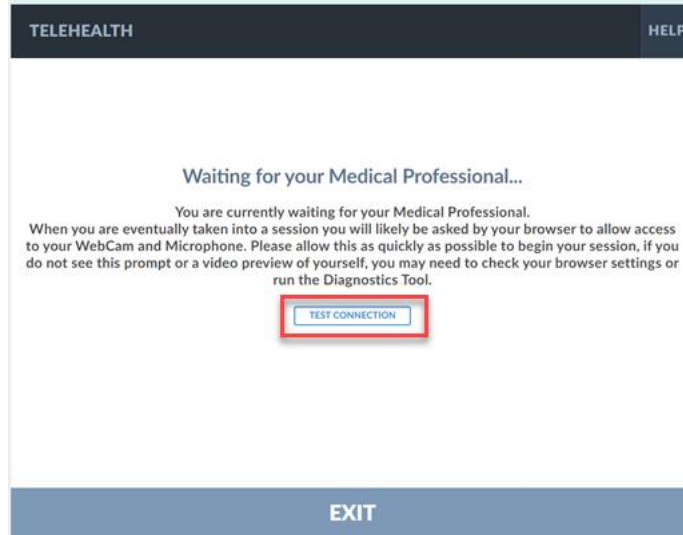


- 6. Enter your name and click on "CONFIRM".

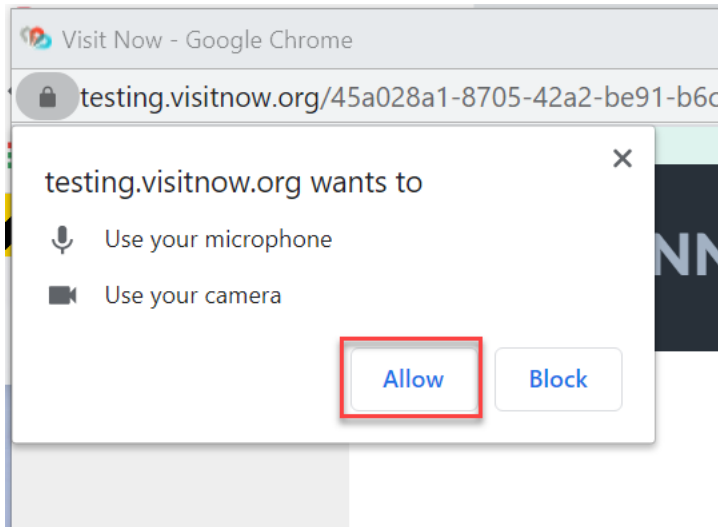
Name or Description
Test Patient ×



7. Click on “Test Connection”.



8. Allow access to microphone and camera.



9. Look for “Connectivity test complete”.



If you receive an error, you will need to validate your camera, microphone, and Internet are all functioning properly.

10. Your connectivity test is now complete.

Joining your video visit – Up to 15 minutes before appointment time

Prerequisites (following the steps above):

- Successful test of connection
- eCheck-in completed

1. Log in to MyChart on your computer by visiting <https://mychart.comhs.org>.
2. An alert at the top of your MyChart log in page will let you jump right into details regarding your upcoming visit. You can also get to this information by going to Appointments and Visits and selecting Details for this visit.

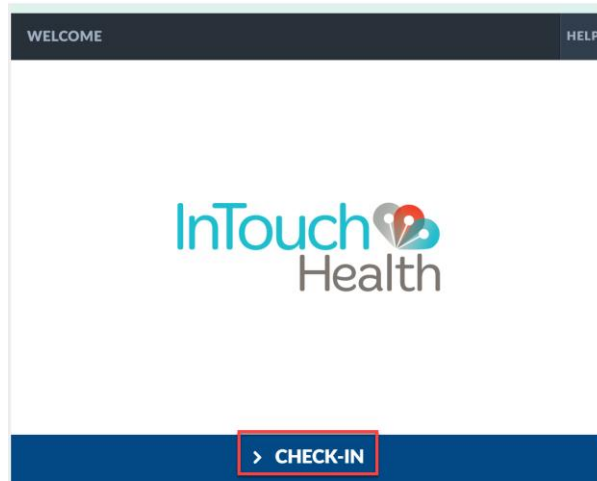


View instructions for your appointment on Tuesday, March 31, 2020 with Telehealth Resource. Please fill out your questionnaires before coming.

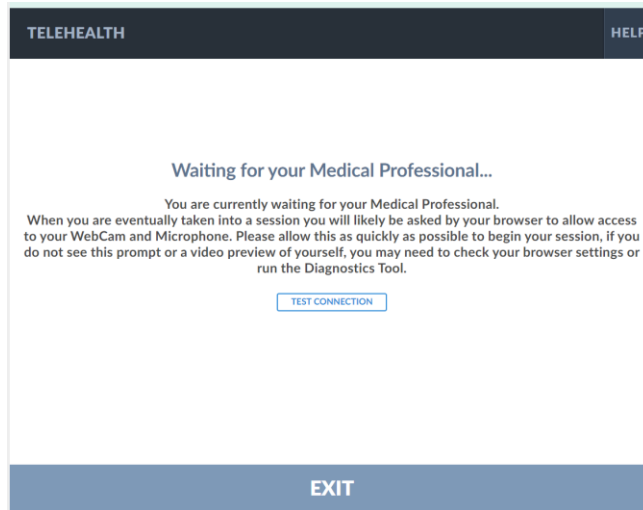
3. You must complete eCheck-in prior to starting your video visit. During eCheck-in you can update your demographics, insurance information, allergies, medications, and pharmacy location. If your provider has any questionnaires they would like you to complete prior to the visit you will find those here as well.
4. Click “Begin Video Visit”.

The screenshot shows a user interface for a telemedicine visit. On the left, there is a profile icon and the text "Telemedicine Visit with Telehealth Resource". Below this, it shows the date and time: "Tuesday March 31, 2020 8:30 AM CDT (30 minutes)" and an "Add to Calendar" button. At the bottom left, a note states: "This appointment cannot be canceled online. To cancel, please call." On the right, a green banner says "It's time to start your video visit!" with a red-bordered "BEGIN VIDEO VISIT" button. Below the banner, it says "When you are ready to talk to your doctor, click the button below." Underneath, there is a section for "Review your questionnaire answers below" with a checked box for "Communicable Disease Screening (Print)". A "Visit Instructions" section follows, with the text: "Please refer to your email to review instructions regarding connecting to this appointment. Thank you!"

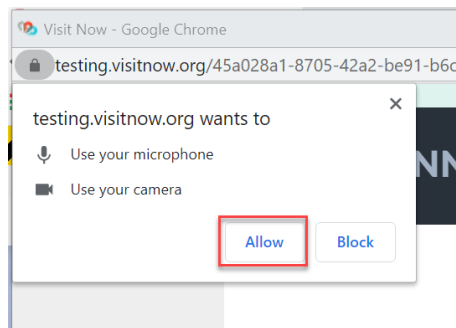
5. Click "CHECK-IN" on the new window that appears.



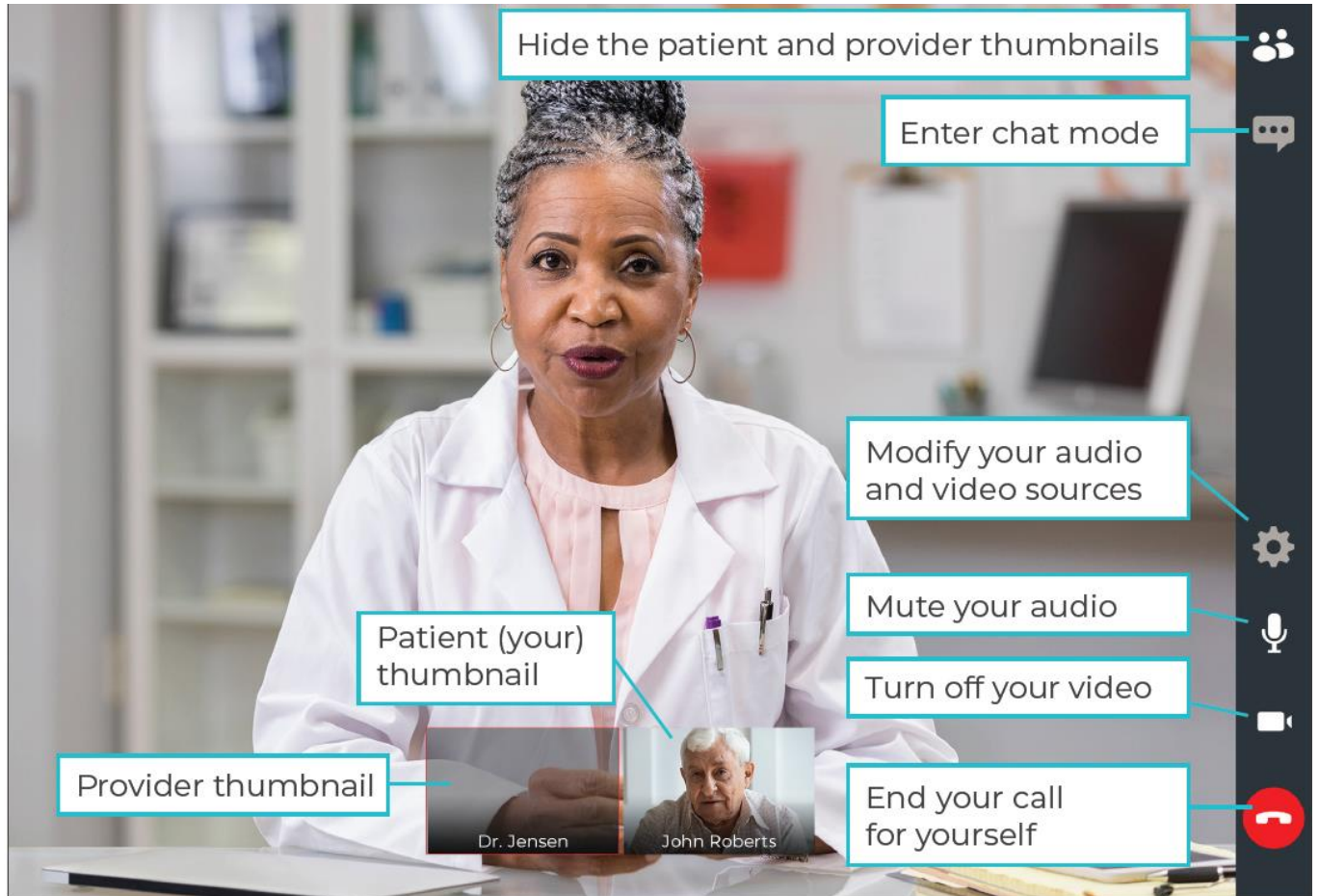
6. Once you're checked in, you will see this message until your provider joins the visit.



- 7.
8. When you join the visit, you may be asked to allow access to your webcam and microphone. You must click allow in order to complete a video visit.



9. Once your provider joins, you will see and hear them on your screen. There is a menu of buttons on the right side of your screen.



Do **NOT** end your visit until your Provider has completed everything and ended the call. If you End the call prior to it being finished you will not be able to rejoin.

*If you are disconnected or accidentally close your browser, return to MyChart and Begin Video Visit again. That is not the same as Ending the call and you will be able to reconnect to the visit.