Video Visits in MyChart
Using an iOS device

Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person. Mobile devices are the preferred method, because most already have the appropriate camera and microphone setup for these video visits.

MyChart Mobile

1) If you do not already use MyChart download the "MyChart" app from the Apple App Store.
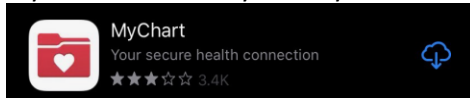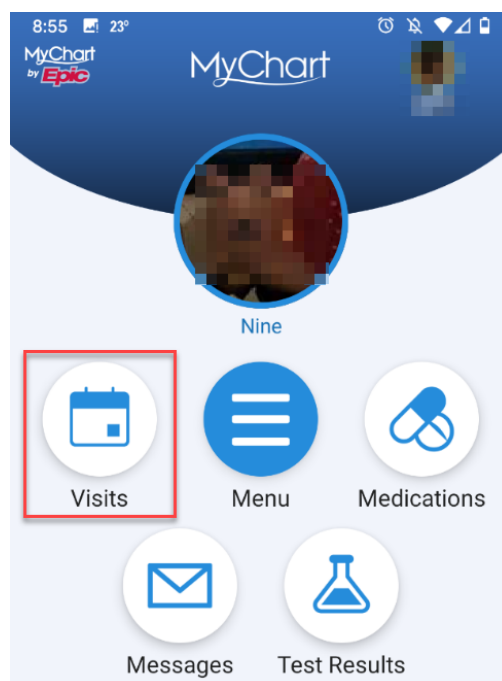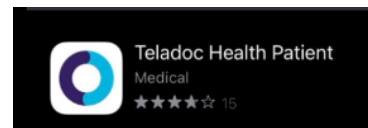

2) Launch the application on your device.

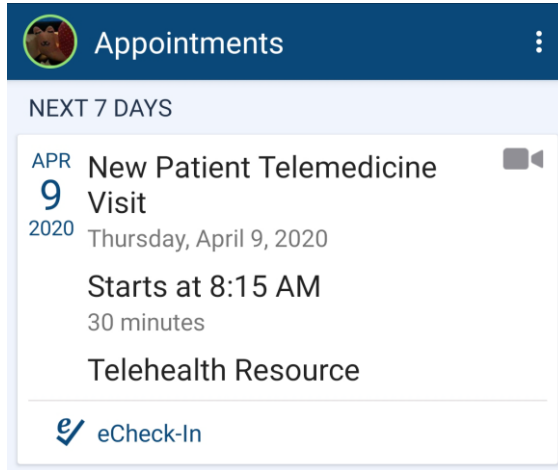3) Choose Community Healthcare System as your organization.
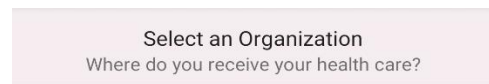
Preparing for your visit – To be completed up to 7 days prior to visit

1) Download the "Teladoc Health Patient" app from the Apple App store.

2) Log in to MyChart Website or the MyChart app on your mobile device.

3) Tap the Visits icon to find your upcoming visit.

4) Click on your upcoming appointment.

5) 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.

6) 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. Click "Connection Status Test".
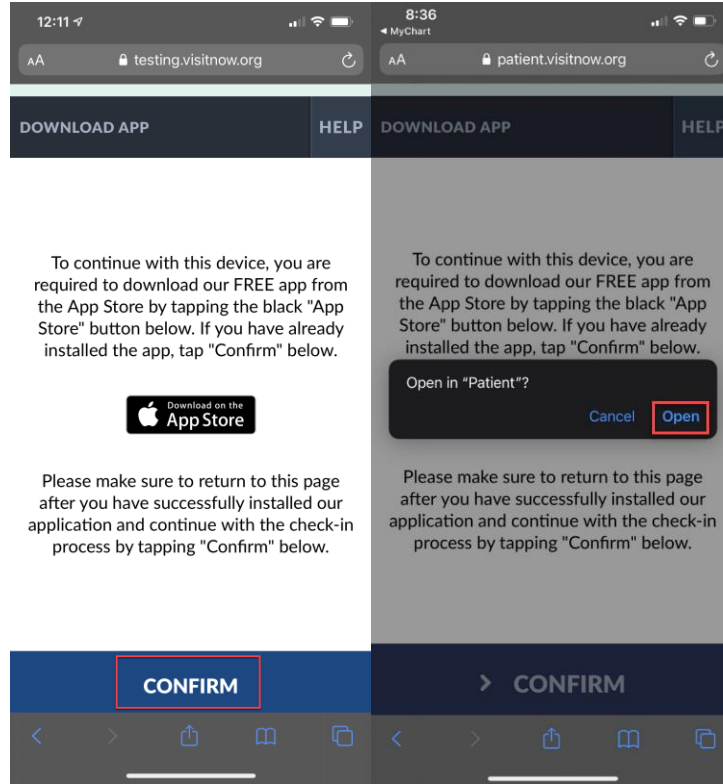
7) On your iOS device, a new window will open. If you have not downloaded the app, please do so from the App Store. If you have already downloaded the app, tap Confirm and choose to open in Patient app.

8) Click on "CHECK-IN"

9) Type in your name

10) Click on "CONFIRM"

11) Click the "TEST CONNECTION" button

12) Click "OK" to allow Teladoc Health Patient to access both your camera and microphone.
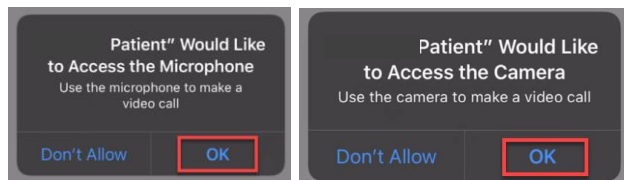
If you receive an error stating that "Your network connection is not stable enough to start a video or audio call, please try again later or connect to another network" you should ensure you are connected to WiFi (not cellular) and have at least 3 signal bars. You may also exit the

"Teladoc Health Patient" app and retry the test again. You will be unable to conduct a video visit if your network connection is not sufficient.

13) You have successfully completed testing your connection and configuration.

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

Prerequisites (following the steps above):
- Successful test of connection
- eCheck-in completed
- Ensure your phone or tablet battery is fully charged

1) Log in to MyChart Website or the MyChart app on your mobile device.
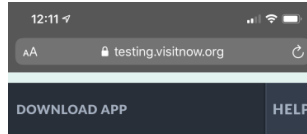
2) Tap the Visits icon to find your upcoming visit.
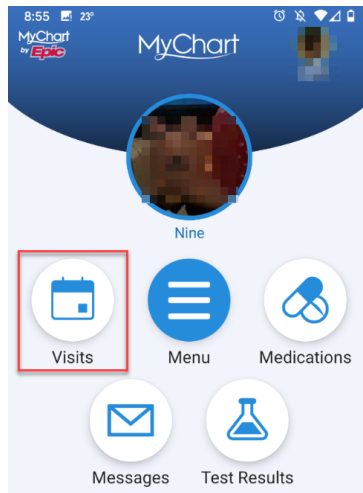
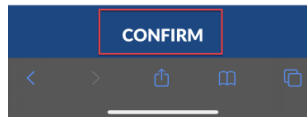3) Click on your upcoming appointment.

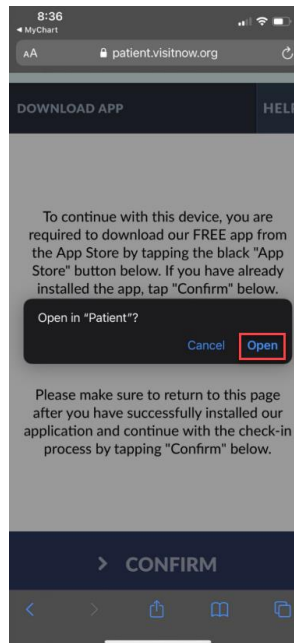4) Click "BEGIN VISIT"

5) Click "CONFIRM" on the webpage

6) Click "Open" when prompted to open the Patient app.

7) Click on "CHECK-IN"

8) You will be in the virtual waiting room until your provider joins the visit. This is also what you will see if your provider needs to step out of the room.
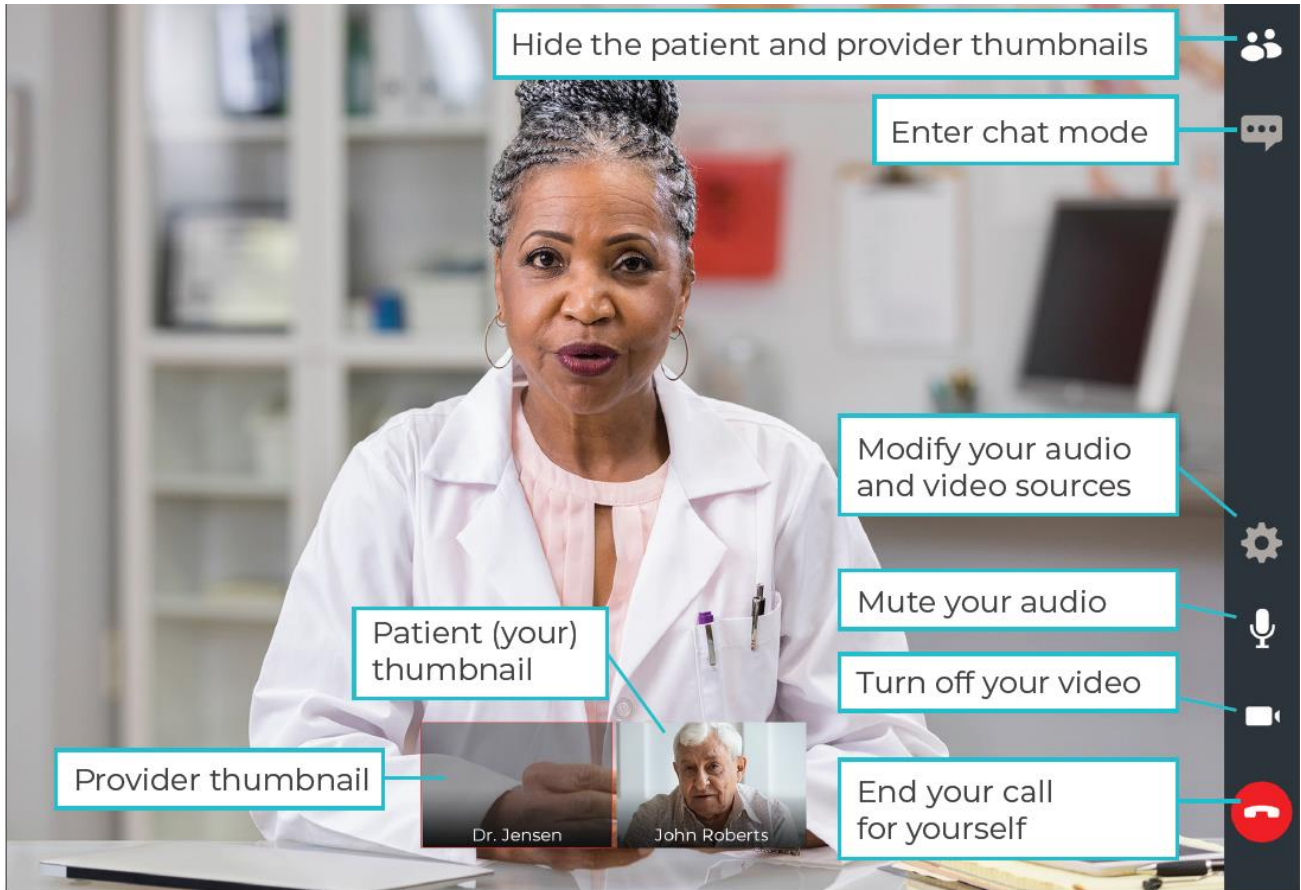
9) Once your provider joins, you will see and hear them on your screen. There is a menu of buttons on the right side of your screen.

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 accidently 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.