

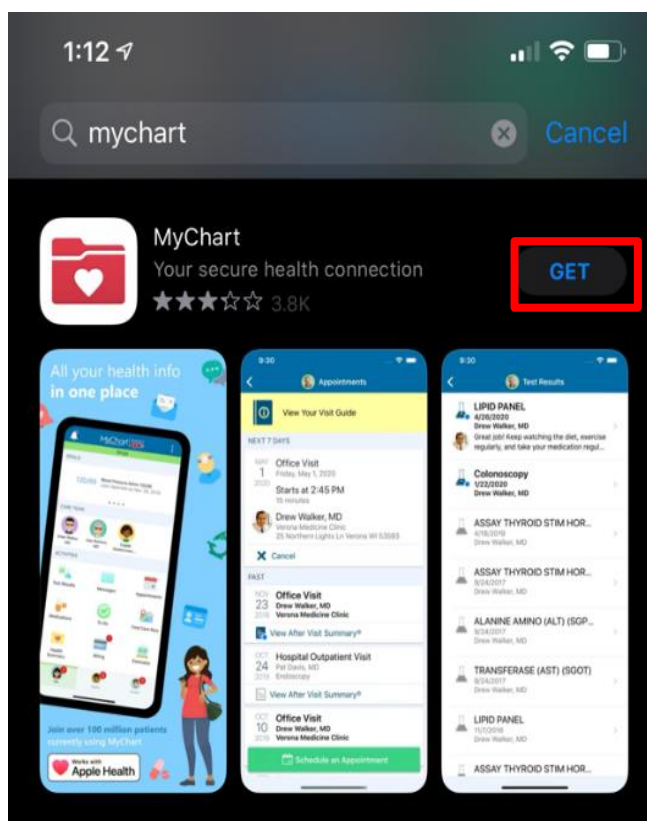


MyChart Video Visit - Patient Tip Sheet for Using Your Apple Mobile Device

Meeting with a provider by video is an easy way to receive care without visiting the hospital or clinic in person. You can use a web browser on your mobile device such as a smartphone or tablet. Mobile devices are the preferred method because most already have the appropriate camera and microphone setup for these video visits.

To get started: Visit the app store on your Apple device. Download the **MyChart App**. Allow all permissions on the application. **Be sure your device is running on the most up-to-date version of iOS.**

[Click here to download MyChart](#)



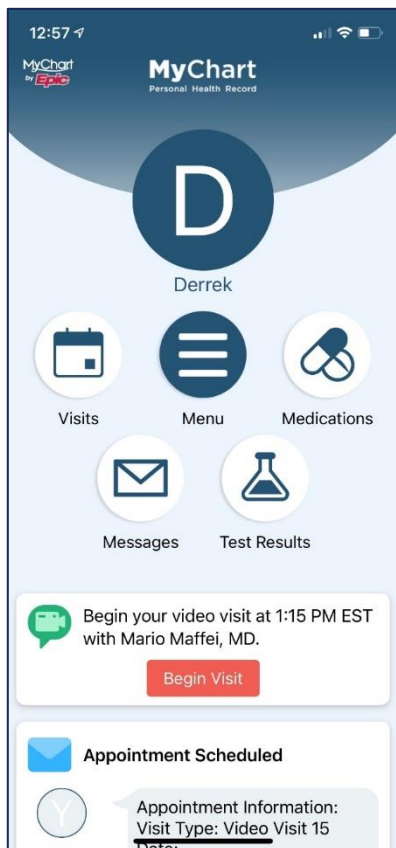


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On the day before your Video Visit Appointment

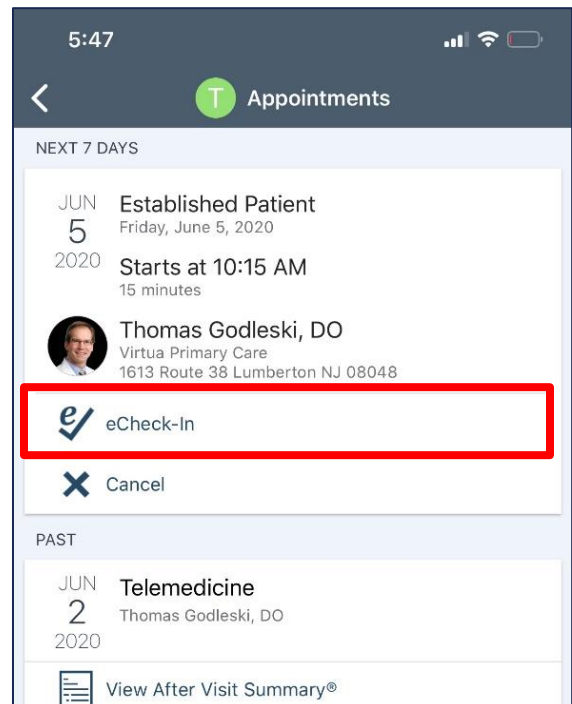
#1.

Prior to your video visit appointment, log into the MyChart app on your mobile device and click the **Visits** icon on the home screen.



#2.

Click on **eCheck-In** to complete your check-in process.



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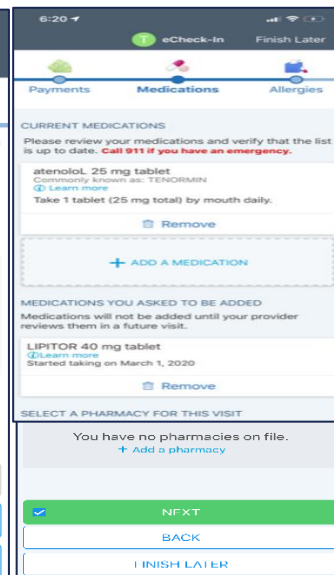
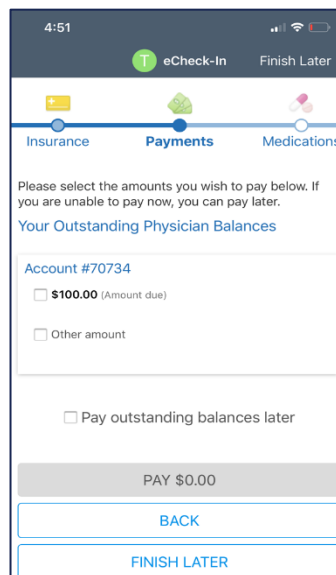
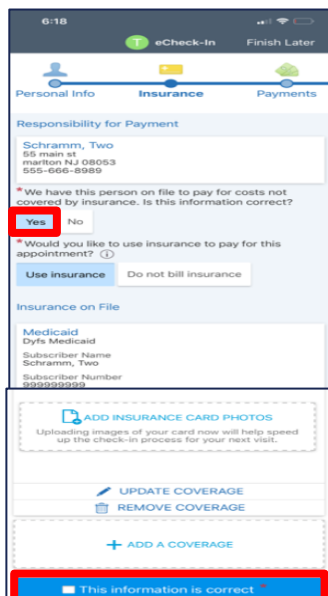
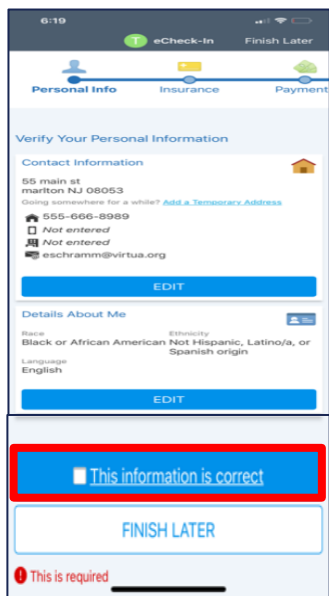
Reminder: eCheck-In is similar to the normal process completed when checking in at the front desk during an office visit. You will verify your personal information, insurance information, confirm your medical history, and virtually sign any necessary documents. This process is required before beginning a video visit.

#3

Review your personal information; update or add insurance information and make any changes necessary through each step of the eCheck-In process.

#4.

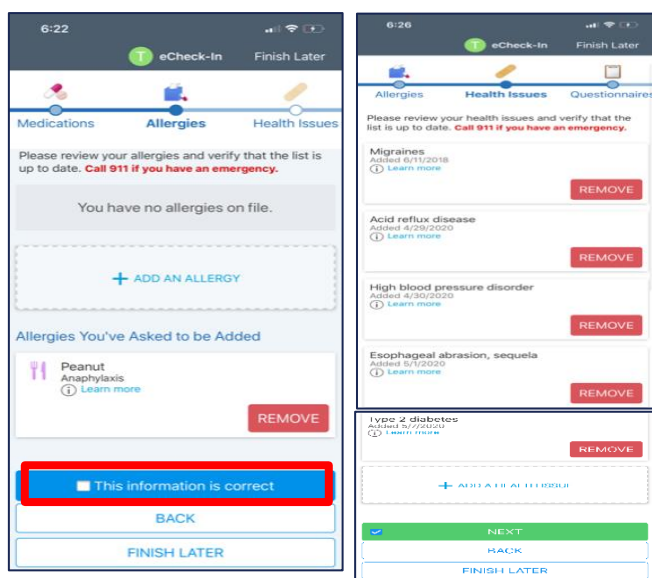
Satisfy any outstanding balances/co-payment. Update/add medications and add a pharmacy if necessary.



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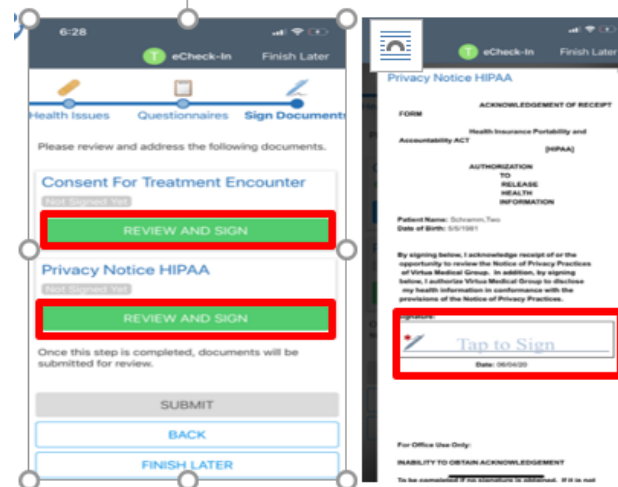
#5.

Update allergies and any health issues.



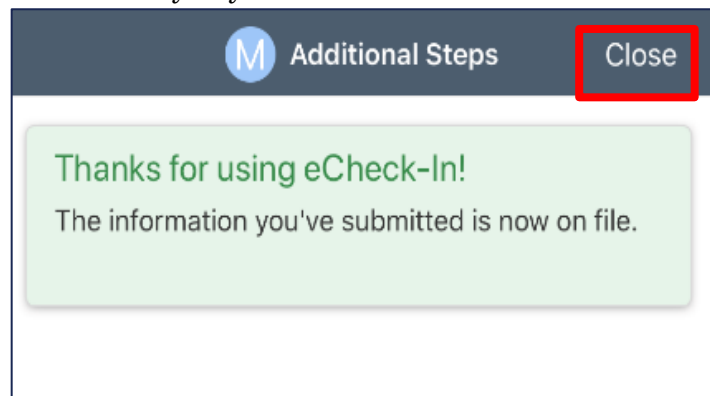
#6.

Answer any additional questionnaires and sign all required consents.



#7.

Once you complete the eCheck-In process, click **Close**. You may close the MyChart app until the day of your video visit.





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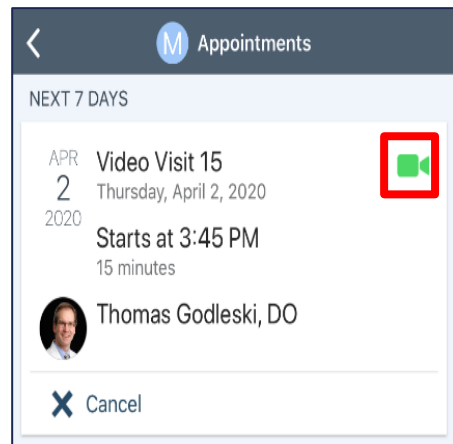
On the day of your Video Visit Appointment

You may connect up to 15 minutes before your scheduled appointment. Connecting more than 30 minutes past the scheduled time will result in a canceled appointment that you will need to reschedule.

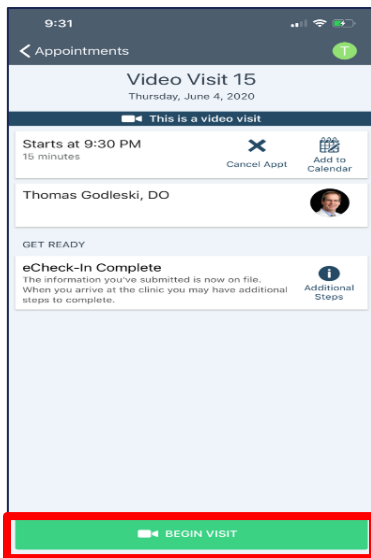
#8. Login to the MyChart app. Once logged in, click on the appointment to access your visit.



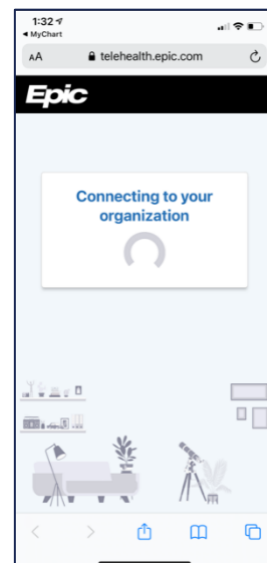
#9. If you are no more than 15 minutes before or 30 minutes after your appointment time, you will see a green camera in you appointment tile. Click on the tile.



#10. Click on Begin Visit to start your visit.

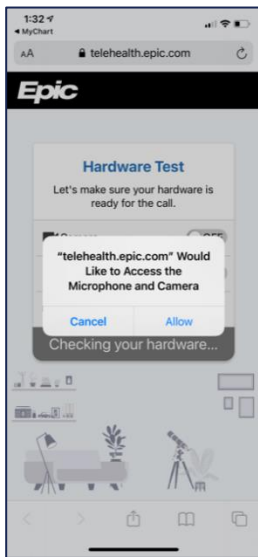


#11. The Epic video window will open.

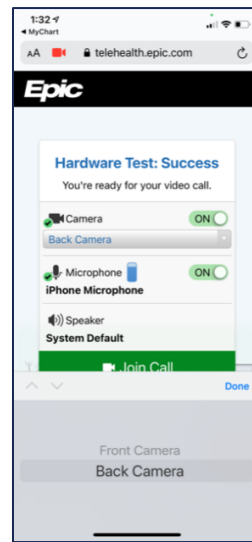


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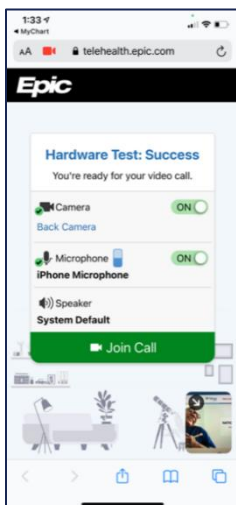
#12. Allow access to your Microphone and Camera.



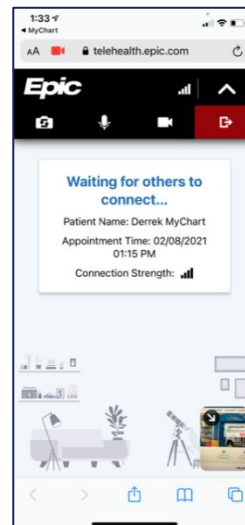
#13. Test your camera and microphone. Choose the camera you will use on your device.



#14 When you are ready select **Join Call**.



#15 Once the video has connected you will see the Waiting for others to connect messages with the details of the visit.



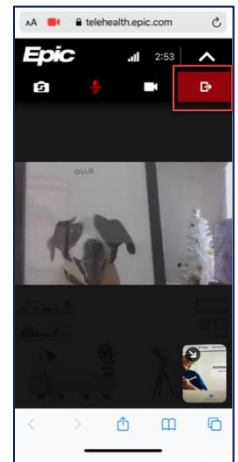


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#16.

Once connected, your visit should flow like a normal office visit. The provider's staff may join to ask you any necessary preliminary questions prior to seeing the provider. Please do not leave the meeting. Additionally, if you are doing this on a mobile device, please ignore any calls or text messages you receive. Accepting these will end the meeting.

At the conclusion of the appointment, the provider or their staff will let you know when it's time to select **Leave** to end the meeting.



NOTE: For additional help, contact our Patient Support Line at (856)-246-4113.