

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

Using MyChart Video Visits

Preparing for your visit

1. You can use a web browser on your desktop or a mobile application to start a video visit. Mobile devices are preferred, because most already have the appropriate camera and microphone setup for video visits. To get started, download the MyChart Mobile app from the Apple App Store or Google Play store.
 - If you use an iOS/Apple device, make sure your default browser is set to Safari. Upgrading to the latest version of iOS will give you the best experience.
 - If you use an Android device, make sure your default browser is set to Chrome.
 - If you are joining from a desktop or laptop, set your default browser to either Safari, Edge, or Chrome for the best experience.
2. Make sure you can sign into MyChart. If you do not have a MyChart account, contact your clinic to get activated.
3. Find a quiet, safe space where you will be able to hear your doctor clearly. You'll need a good internet connection or cell phone signal to be able to connect.

Join a Scheduled Video Visit

4. At least fifteen minutes prior to your video visit appointment, log in to the MyChart app on your mobile device and tap the **Visits** icon on the home screen.
5. Your scheduled video visit appears in this list. Tap it to open the details.
6. Tap **eCheck-In** to complete the necessary steps prior to beginning your visit. You may be asked to verify your insurance information, make a copayment, verify health information, and/or answer questions related to your visit.
7. After you've completed eCheck-In, tap **Begin Visit** to ensure you're able to connect.
8. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!

