Virtual Visit – Patient Instructions

Mobile MyChart App Instructions
Video Visit Guide for Patients

How to join a scheduled video visit

1. From the MyChart App Home page navigate to “Visits”

2. Start the “eCheck-in” process for your video visit

3. Verify or edit any personal information
Video Visit Guide for Patients (cont.)

How to join a scheduled video visit

4 Verify or edit any insurance information

5 Complete any necessary additional questionnaires or forms for your provider

6 Verify and submit your responses
How to join a scheduled video visit

7 eCheck-In is complete. You can close this step.

8 Navigate back to Appointments and select the Video Visit

9 Review the instructions and click “Begin Visit”
Video Visit Guide for Patients (cont.)

How to join a scheduled video visit

10 Once the video visit launches, you will see this screen until the provider joins.

11 You’ll then have the appointment with your provider.

12 After the visit is complete you may click the door icon and select “Leave Visit”.
Video Visit – Patient Instructions

Computer Instructions
How to join a scheduled video visit

Please ensure you are using a video and audio-enabled device, such as a smartphone, tablet, or computer with a webcam

1. Log into MyChart and complete the eCheck-In for the video visit

**Important:** Please complete the eCheck-In process at least 15 minutes prior to your visit

2. Verify your personal information and click “NEXT”
Video Visit Guide for Patients (cont.)

How to join a scheduled video visit

3. Verify insurance information and click “NEXT”

4. If seeing a primary care provider:
   Select or enter your primary reason for Visit

   If seeing a specialty provider:
   Proceed to step 6
Video Visit Guide for Patients (cont.)

How to join a scheduled video visit

5 Verify your responses and click “SUBMIT”

Primary Reason for Visit

For an upcoming appointment with **Physician Family Medicine, MD** on 4/10/2020

Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the primary reason for your visit?</td>
<td>Other Reasons - Discuss at Visit</td>
</tr>
</tbody>
</table>

BACK  SUBMIT  CANCEL
How to join a scheduled video visit

6 Review the visit instructions and click “Begin Video Visit”. **Important:** You will need to use Microsoft Edge, Chrome, Firefox, or Safari as your internet browser. If you are getting an error message because of an incompatible browser, follow the instructions at the end of this guide to download a new browser and set it as default.
You might see this screen until the provider joins the appointment.

In the meantime, ensure that you have selected the correct devices at the bottom of the screen:
- Camera: “Integrated Camera”
- Microphone: “Default-Microphone Array”
- Speakers: “Default-Speakers/HP”

If these settings do not work on your personal computer, try the other device options available.
Video Visit Guide for Patients (cont.)

How to join a scheduled video visit

7 When your provider joins the meeting, you will be able to see and hear them, and they will be able to see and hear you.

8 When you are ready to disconnect, choose “Leave Visit”
Downloading Compatible Browser

How to download and use Chrome instead of Internet Explorer.

1. Go to google.com/chrome/ in your internet browser and select Download Chrome.

2. If prompted, you may have to save the file to a location like your downloads folder. From the bottom left hand corner of your screen (or from the folder where you saved the file), click on the file Chrome.Setup.exe.
Downloading Alternate Browser

How to download and use Chrome instead of Internet Explorer.

3 Your computer will prompt you to allow the program to run. Choose “Allow”, “Yes”, “Accept”, or “Run”.

You may see a box that says “Google Chrome can be installed without administrator privileges. Continue?” If this happens, select “Yes”.

4 You will see a pop-up box downloading the browser. When the download is complete, a new Google Chrome window will open.
Changing the Default Browser

How to change your settings so that Internet Explorer is not your default browser

Set Default Browser on Windows 10

1. Click the Start button
2. Click the Settings button
   a. Click the Home button if you are not on the home screen
3. On the Windows Settings Screen click Apps
4. Click Default apps in the left pane
5. Scroll down in the Default apps list (right pane) to Web browser
6. Click on the default web browser (probably Internet Explorer) and choose a new app/browser. You’ll see browser has changed to your new selection.
7. Close the settings menu.

Set Default Browser on Windows 7

1. Click the Start Button
2. Click Default Programs
3. Click Set your default programs
4. Choose the browser you want to set as default from the Programs list in the left pane
5. Click Set this program as default
6. Click OK to close the Set Default Programs Windows
7. Close the Control Panel window

After changing the default browser, return to MyChart and click “Begin Video Visit”. The Video Visit will begin automatically in the correct browser.