

# Virtual Visit – Patient Instructions

## Computer Instructions

Disclaimer: the included test patient screenshots are for demonstration purposes and do not include information based on any real person

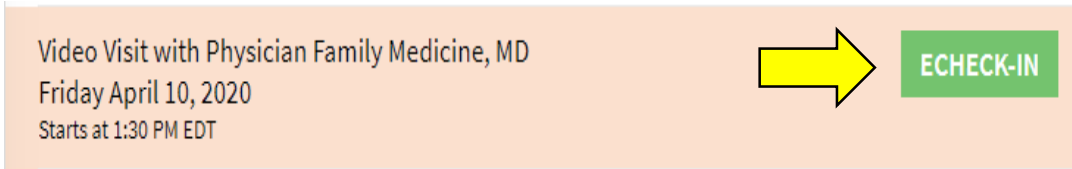


# Video Visit Guide for Patients

How to join a scheduled video visit

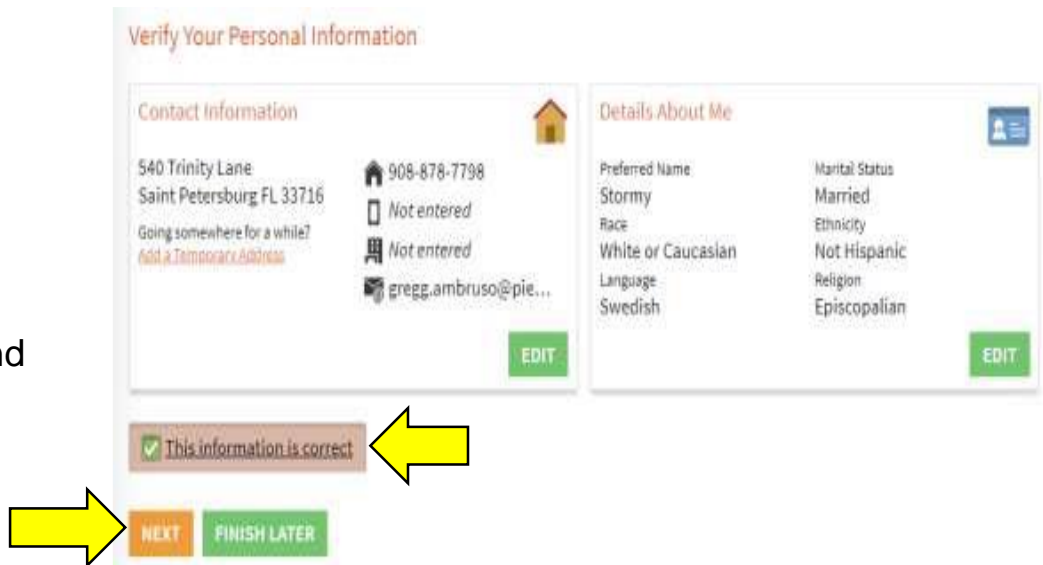
**Please ensure you are using a video and audio-enabled device, such as a smart phone, tablet, or computer with a webcam**

**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

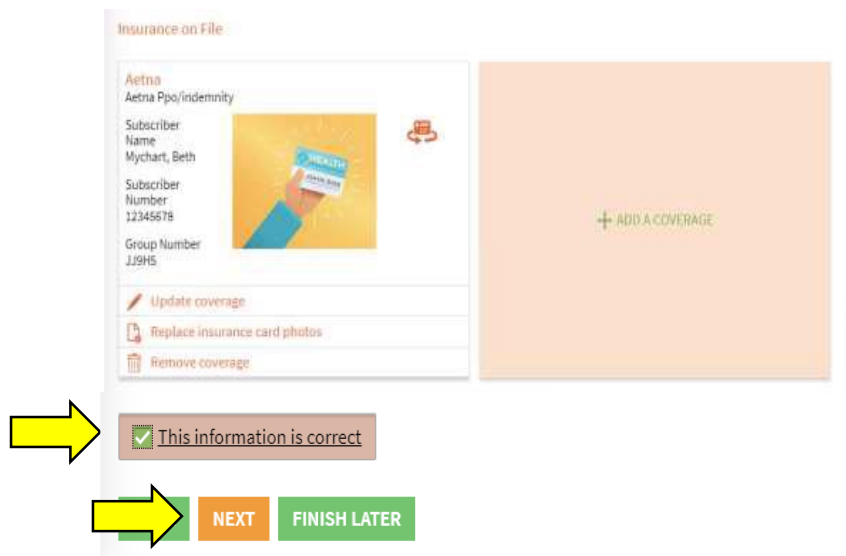
**2** Verify your personal information and click “NEXT”



# 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

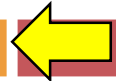
- 5 Verify your responses and click "SUBMIT"

### 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.

Question	Answer
What is the primary reason for your visit?	Other Reasons-Discuss at Visit




# Video Visit Guide for Patients (cont.)

## How to join a scheduled video visit

- 6 Review the visit instructions and click **“Begin Video Visit”**

**Important:** You will need to use Chrome, Firefox, or Safari as your internet browser. If you’re getting a browser error message, copy the URL and paste into an approved browser.

Thanks for using eCheck-In!  
The information you've submitted is now on file.



**Video Visit with  
Physician Family  
Medicine, MD**

🕒 Friday April 10, 2020  
1:30 PM EDT (15 minutes)  
📅 Add to Calendar

[🔄 Reschedule Appointment](#)  
[✗ Cancel Appointment](#)

**It's time to start your video visit!**

✔ You've confirmed this appointment!

**BEGIN VIDEO VISIT** ←

When you are ready to talk to your doctor,  
click the button below.

Review your questionnaire answers below.

📄 Primary Reason for Visit (Print)

**Visit Instructions**

To ensure your video visit is successful, please review the following information at least 15 minutes before your scheduled visit Date/Time:

- Please log into your MyChart account 15 minutes before your date/time.
- To avoid a delay in connecting, please make sure both video and audio are enabled on your laptop or smartphone (BOTH are required for this visit).
- Please make sure to complete the eCheck-In process within MyChart in advance of your Video Visit. You can begin the eCheck-In process by navigating to the Appointment Details page or the "To-Do" section on your MyChart home page. eCheck-in will allow you to confirm or update your personal information, authorize a co-payment, and electronically sign any forms that may be needed for your visit.

If you have any questions before your visit, please reach out to us. We look forward to addressing your healthcare needs!



# Video Visit Guide for Patients (cont.)

## How to join a scheduled video visit

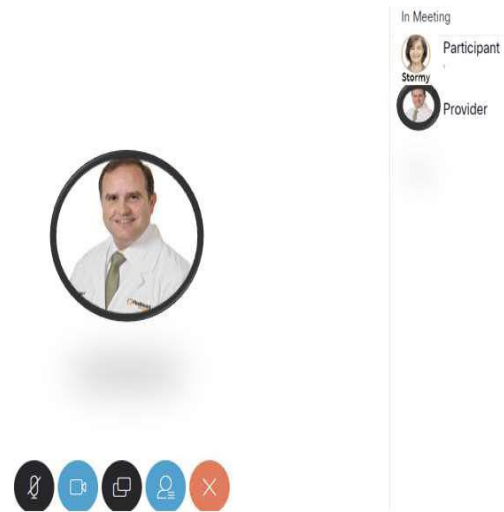
**7** You might see this screen until the provider joins the appointment. In the meantime, test to make sure your video and audio are working.

Please wait, the doctor will see you shortly...



**8** Once the provider joins the meeting you should be able to see and hear them.

Once the video visit is finished, you can close out of the appointment by clicking the red “X” and log out of MyChart



# Virtual Visit – Patient Instructions

## Mobile MyChart App Instructions

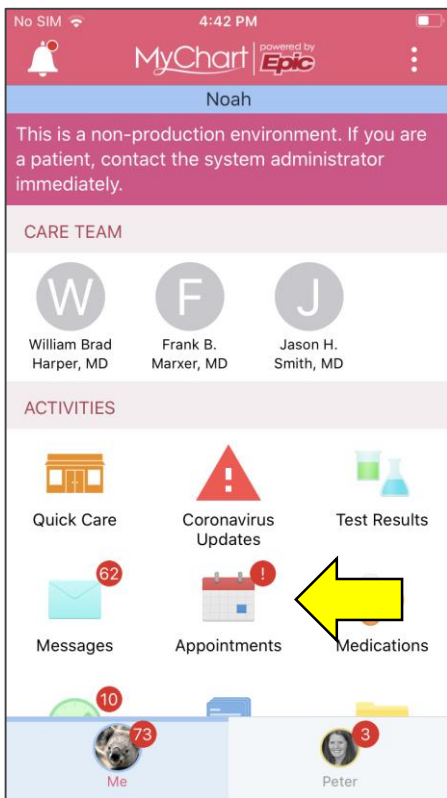
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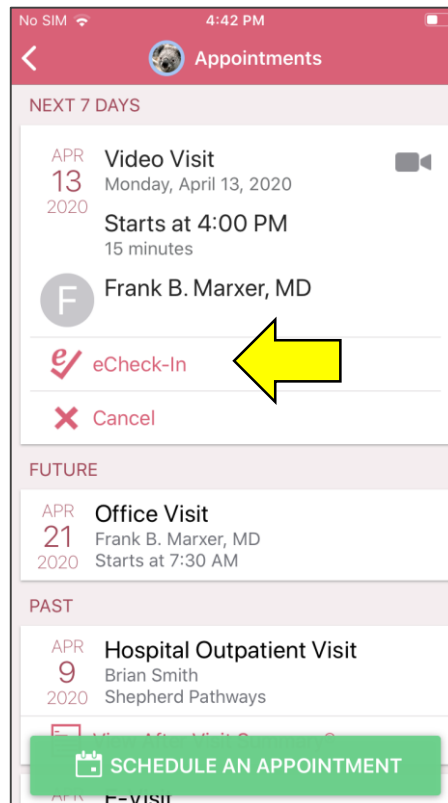
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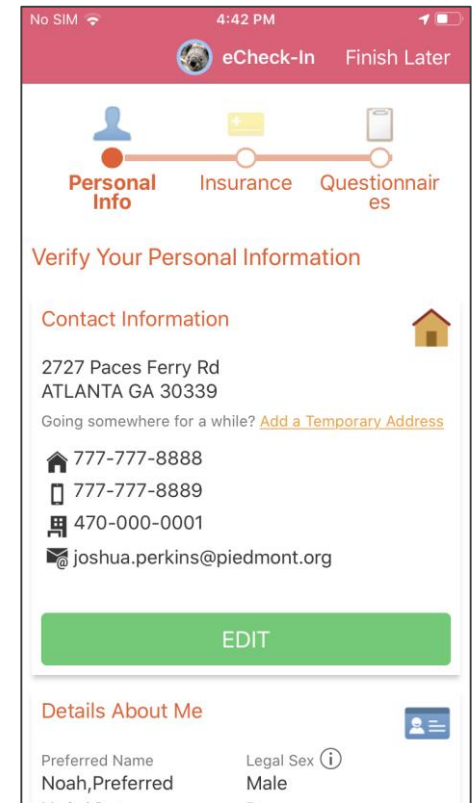
**1** From the MyChart App Home page navigate to “Appointments”



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



**3** Verify or edit any personal information

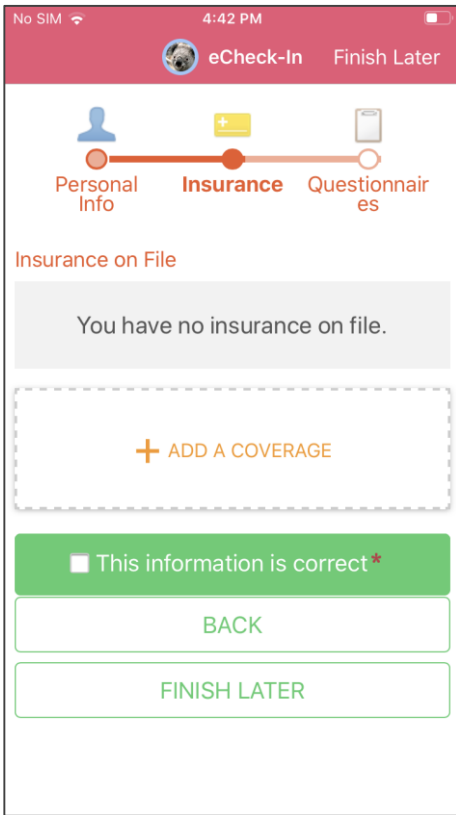




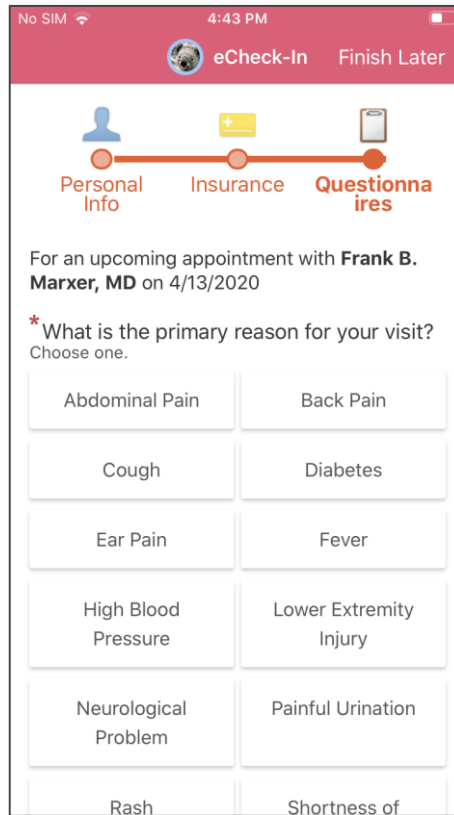
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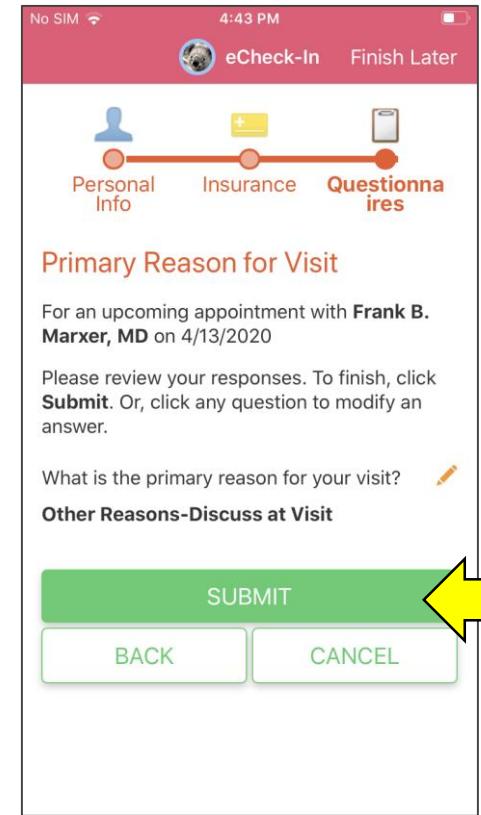
**4** Verify or edit any insurance information



**5** Complete any necessary additional questionnaires or forms for your provider



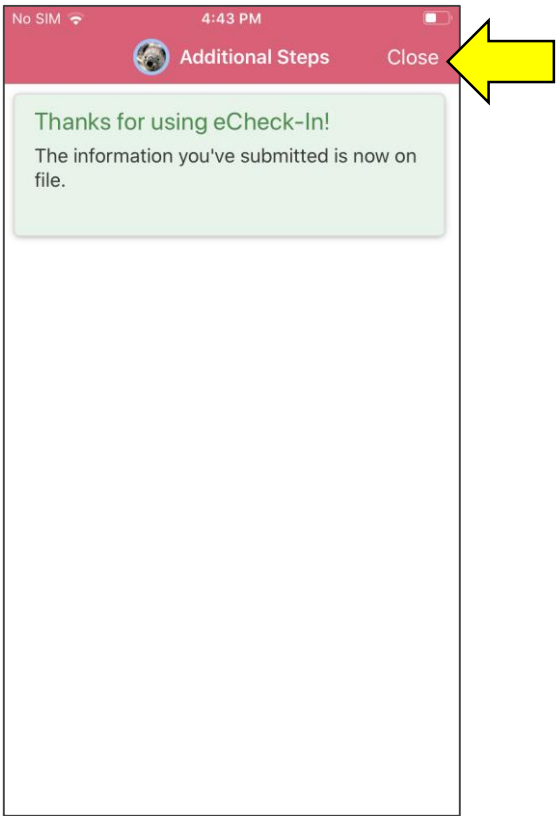
**6** Verify and submit your responses



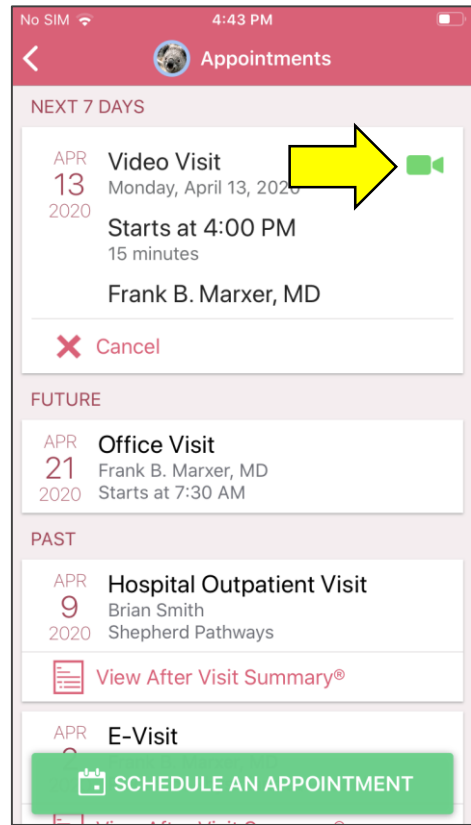
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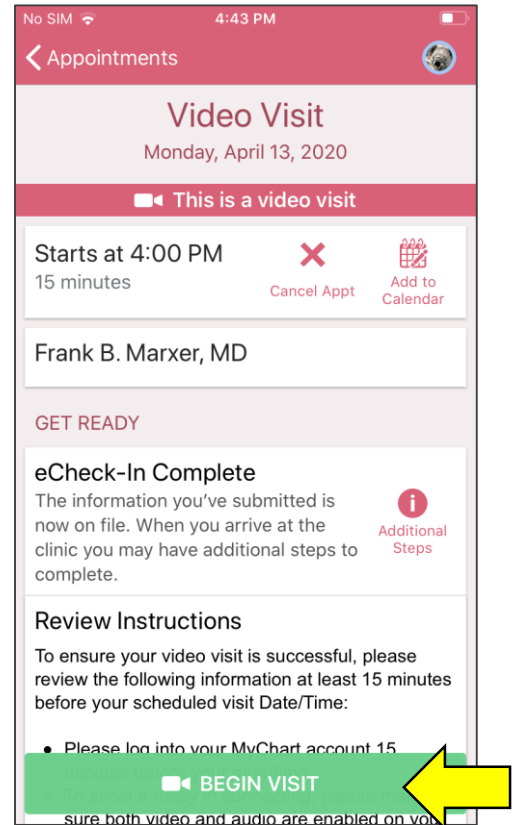
**7** eCheck-In is complete. You can close this step.



**8** Navigate back to Appointments and select the **Video Visit**



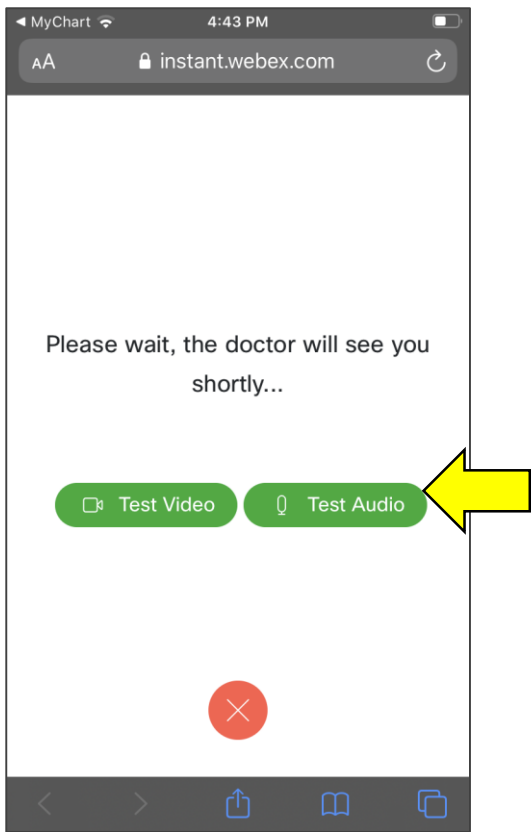
**9** Review the instructions and click **"Begin Visit"**



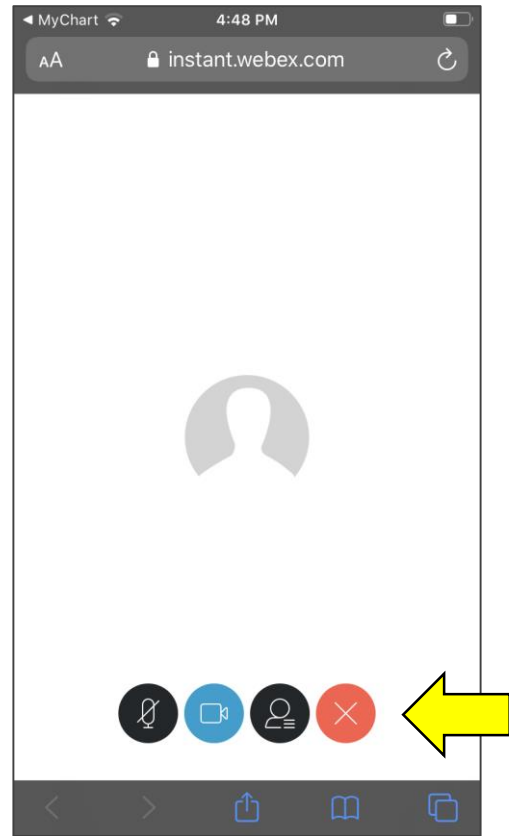
# Video Visit Guide for Patients (cont.)

## How to join a scheduled video visit

**9** The visit should launch in your phone browser. You can test your audio or video before the provider joins



**10** Once the provider joins the appointment will automatically start. Use the controls at the bottom to ensure your camera/audio are working, and click "X" when you're finished with the appointment



**!** **Troubleshooting Tip:** We recommend closing all other apps on the phone or tablet to ensure the video and audio work smoothly