# MyChart — Video Visits

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

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 or your branded MyChart app from the Apple App Store or Google Play store.
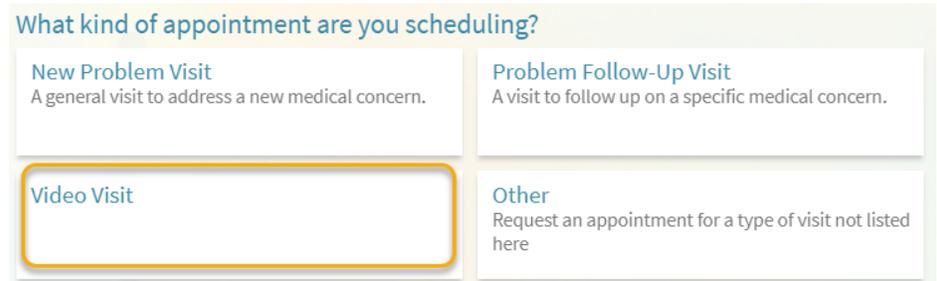
Using MyChart Video Visits

Request a Video Visit

1. Log in to MyChart
   a) Open MyChart Mobile app on your mobile device and tap the **Appointment** icon on the home screen.
   b) Open MyChart from your browser and click the **Schedule an appointment** icon on the home screen.

2. Select **Schedule an Appointment**
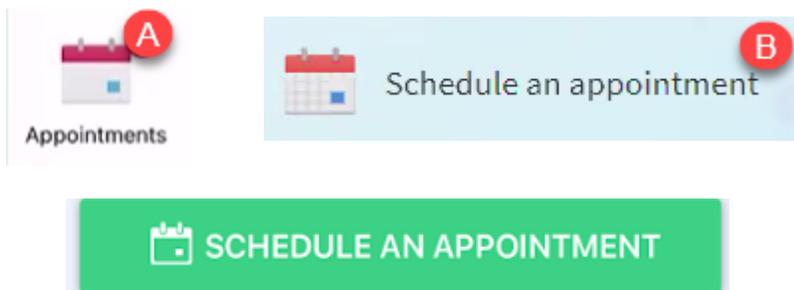

3. Select your **Provider.**
4. Select an appointment type of **Video Visit.**
5. Enter details for your request such as a **reason for visit** and preferred dates and times.
6. After you've provided this information, select **Send Request** to request an appointment for your video visit.
7. You will receive a call from the office to schedule your appointment.

View Your Upcoming Appointment

1. Log in to the MyChart app on your mobile device and tap the **Appointments icon** on the home screen.

2. Your scheduled video visit appears in this list. Tap it to open the details.
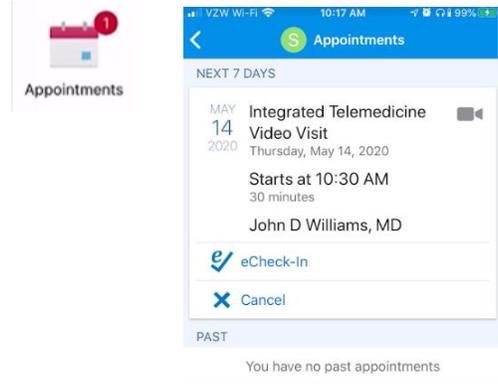
Test Your Computer's Hardware

Patients can conduct a pre-visit hardware test to help ensure they can successfully connect before their visit. The hardware test allows a patient using the MyChart website (not the MyChart Mobile app) to verify that they have the required hardware (camera, microphone, speakers) to conduct a video visit and that it is enabled for use

1. Log in to **MyChart** on your **desktop**
   a) Hover over the **Visit** icon and select **Appointment and Visits.**
   b) You will see your upcoming visit(s), select **details** button.
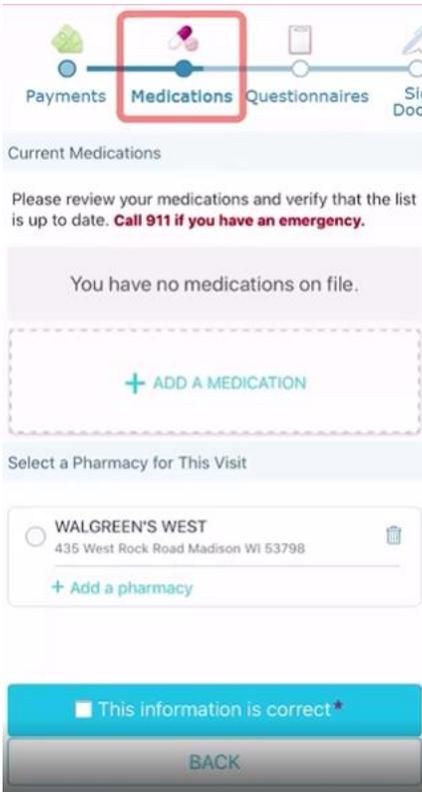   c) Click the **Test Hardware** button and follow the instructions on the video portal to test video and audio connection.
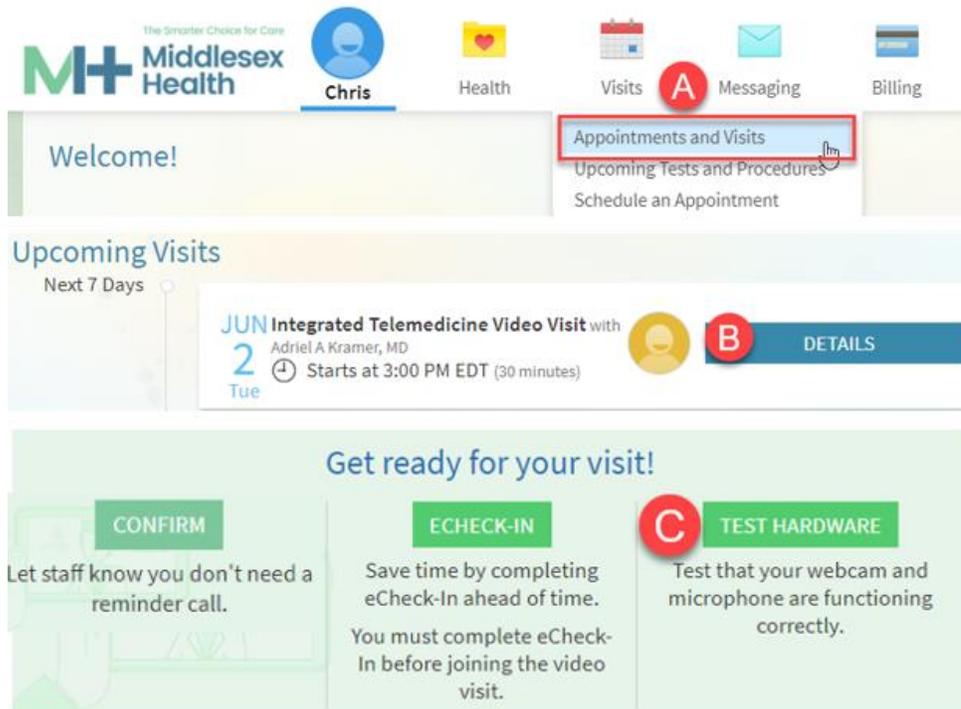
eCheck-In

You must complete eCheck-In before you are able to begin the video visit. eCheck-In can be done up to 7 days prior to your scheduled visit.

1. Tap **eCheck-In** to complete the necessary steps prior to beginning your visit.
2. Review and update information as needed. Check the box to verify the information is correct and click **Next** to continue.
3. If a copayment is due for this visit you will be prompted to make a payment.
4. Once all information is verified, and required information submitted you have successfully completed eCheck-In.
5. You can Confirm your appoinment and let staff know you don't need a reminder call.

Begin Video Visit

1. After you've completed eCheck-In, tap **Begin Visit** to connect.
2. You may be asked if you want to allow access to the microphone and camera. Make sure to click "Allow" when prompted or update the settings to allow camera and microphone access.
3. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!
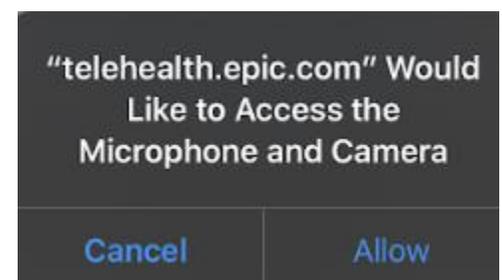
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Waiting for others to connect...

Patient Name: Melinda Cat

Appointment Date: 05/14/2020 10:25 AM

Connection Status: 📶

➡ Leave visit	🎤 Mute	📷 Disable Camera	⚙ Devices

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Troubleshooting Tips

I'm getting "browser not supported" error.

Epic's Video Client is not compatible with Internet Explorer. If you already have access to another browser, try accessing MyChart in the alternate browser and attempt to launch the video visit again. If you only have access to IE, try downloading an alternate browser (Chrome, Firefox, etc).

I click the "Join Visit" button on mobile, but it does not launch this visit.

If Safari is configured to block popups, it may prevent you from launching the video visit. Turn off the popup blocker temporarily in their Safari settings. This could be applicable to other browsers as well.

I cannot give the browser microphone and camera permissions, or I denied access by accident.

You will be asked if you want to allow access to the microphone and camera. Ensure that you are clicking **"Allow"** when prompted or updating the settings to allow camera and microphone access. You can always change this setting later.

- **From Your Browser**:
    1. Click the camera icon in the browser.
    2. Select your Camera and Microphone options.
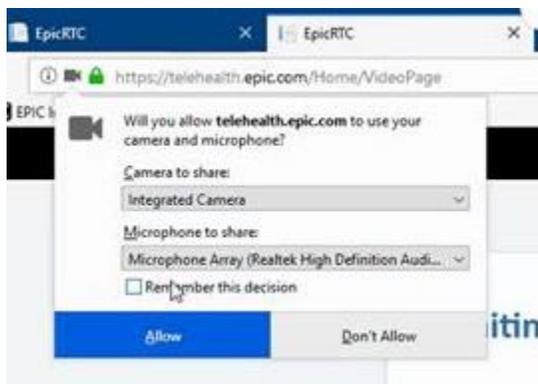
- **From an iOS Device:**
  Reload the Safari window to get a new prompt to click "Allow."
    1. iOS prompts you to allow access to microphone and camera.
    2. If you hit cancel or deny you will get an error message.
    3. You will need to relaunch this page.
        - Press on the ⬚ "Tabs" icon denoted by two squares. On **iPhones**, it's at the bottom of the browser in portrait mode or at the top in landscape mode. On the iPad, it's at the top.
    4. Select the **X** on the window to close it.
    5. Navigate back to MyChart and click **Begin** again.
    6. iOS prompt will return, click **"Allow"** to allow access to microphone and camera.

*****See photo guide on next page.**

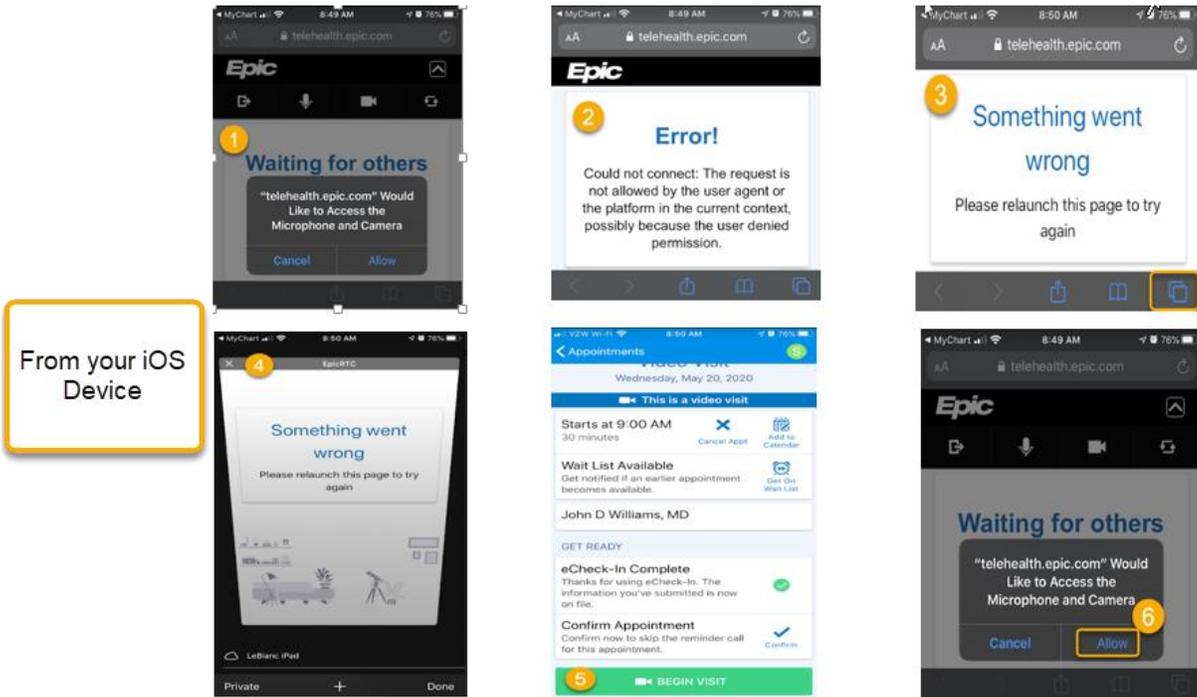**Epic**

From your iOS Device

- **From an Android Device:** Reload the window to get a new prompt to click "Allow."
    1. Device prompts you to allow access to microphone and camera.
    2. If you hit Deny for both camera and microphone you will get an error message.
    3. You will need to relaunch this page.

        - Press on the [<] "back" icon on your phone.
    4. You should be back to MyChart and click **Begin** again.
    5. Device prompt returns, click **"Allow"** to allow access to microphone and camera.
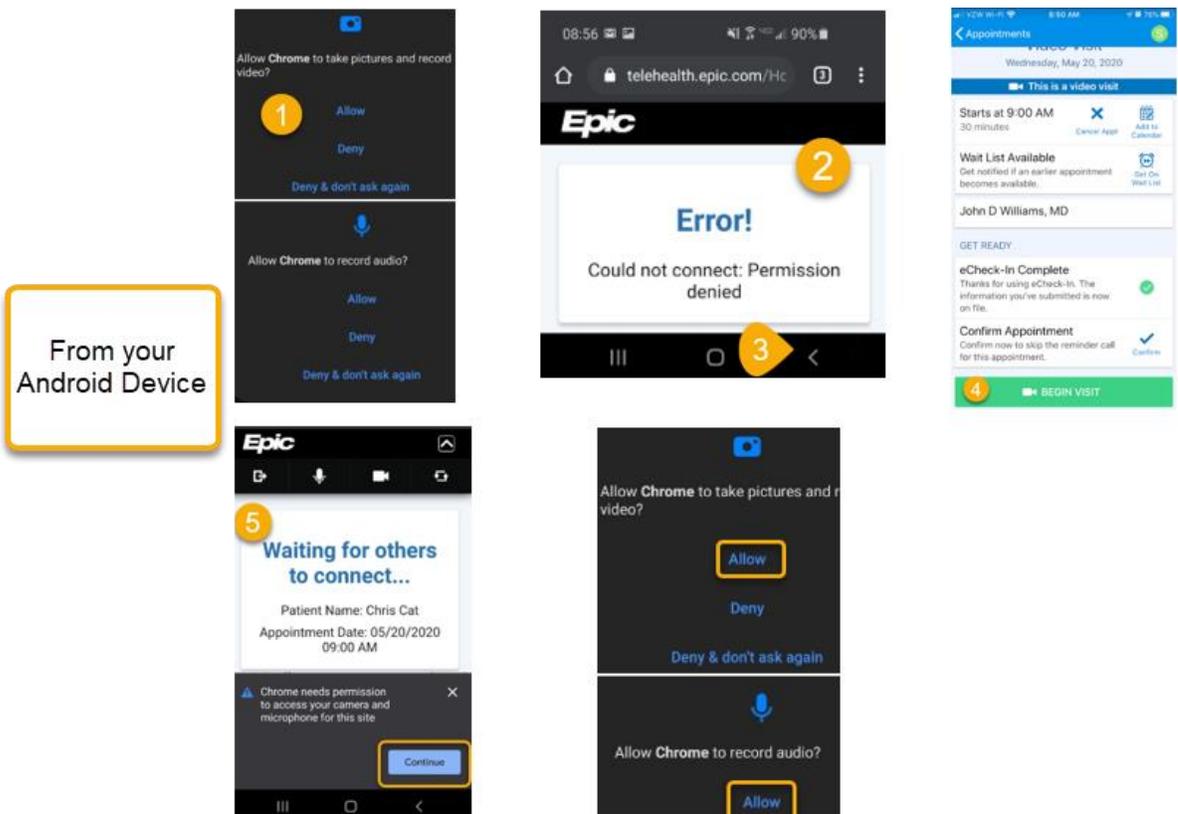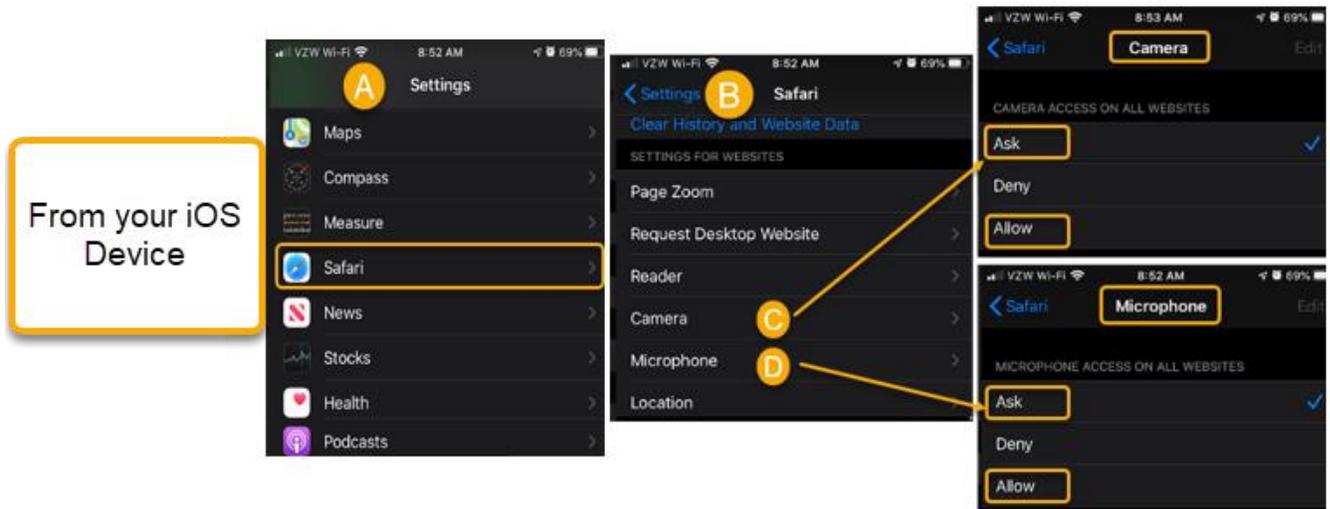

From your Android Device

- If the above steps **do not work**, adjust your settings.
  From an iOS Device:
  - A. Go to your phone's Settings > Apps
  - B. Find settings for websites (i.e. Safari)
  - C. Select Camera and set to "Ask" or "Allow"
  - D. Select Microphone and set to "Ask" or "Allow"

Exit Settings and relaunch the MyChart application. Go back to the Video Visit appointment and click Begin Visit. The video visit will launch and either prompt returns, click **"Allow"** to allow access to microphone and camera or it will connect or to the clinician depending on the setting you have chosen.


- In the event the above steps don't work or you deny access, adjust your settings.
  From an Android Device
  - A. Go to your phone's Settings > Apps.
  - B. Find and click the Chrome app.
  - C. Select Permissions.
  - D. You will see Camera and Microphone listed under "Denied."
  - E. Click both Camera and Microphone. For both, select "Allow."

Exit Settings and relaunch the MyChart application. Go back to the Video Visit appointment and click Begin Visit. The video visit will launch h and connect to the clinician.

**See photo guide on next page.

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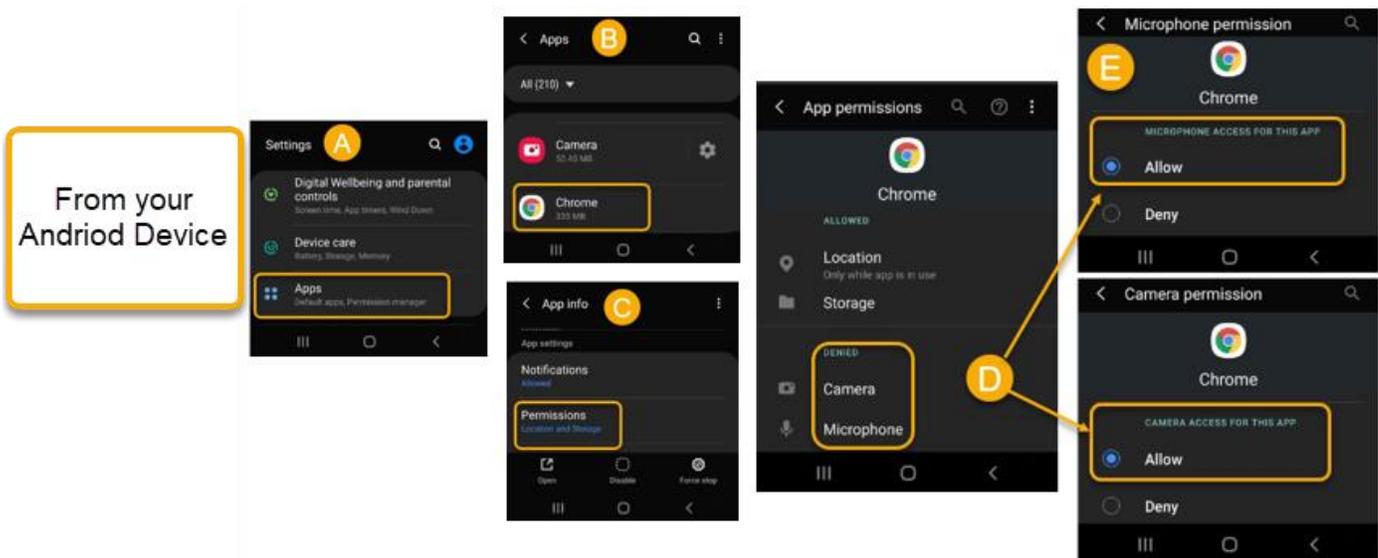
I'm using multiple screens and having trouble finding video.

Look for open browsers in your application bar and open one. The tab should have a speaker on it if you are connected to the visit already.

I'm having audio or video issues.

Try refreshing their browser. If that doesn't work, close any applications that could be using the microphone or camera, such as a concurrent phone call, WebEx, or social media. You will not be able to use audio/video if another application is actively using the device's microphone/camera.

If the video feed is delayed or choppy, make sure that there aren't too many applications currently running on the system. The video visit component requires a certain amount of processing power based on the computer's specifications, and closing other applications will free some resources and improve streaming quality.

I'm having eCheck-In Related issues.

If the eCheck-In option is not available, you may have attempted to access eCheck-In when it isn't allowed. You can eCheck-In up to 7 days in advance of your appointment.