

MyChart Video Visit Guide - iPad or iPhone

Review requirements for video visit

- ✓ iPad or iPhone with a camera
- ✓ MyChart account
- ✓ MyChart mobile app
[Download here.](#)
- ✓ Zoom mobile app
[Download here.](#)

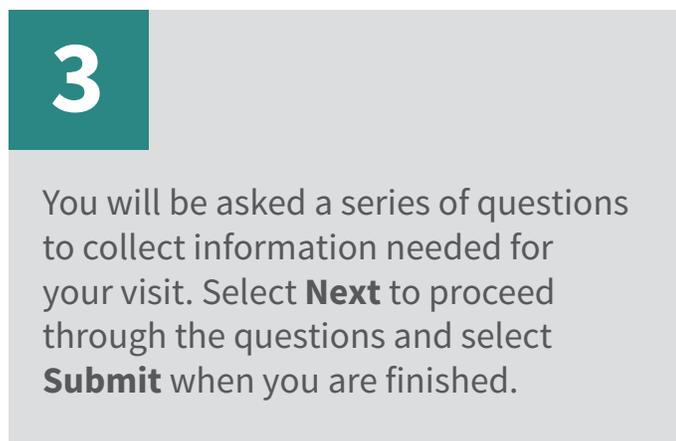
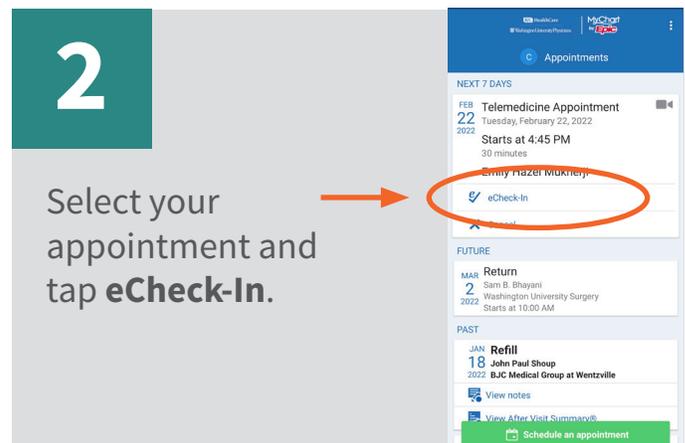
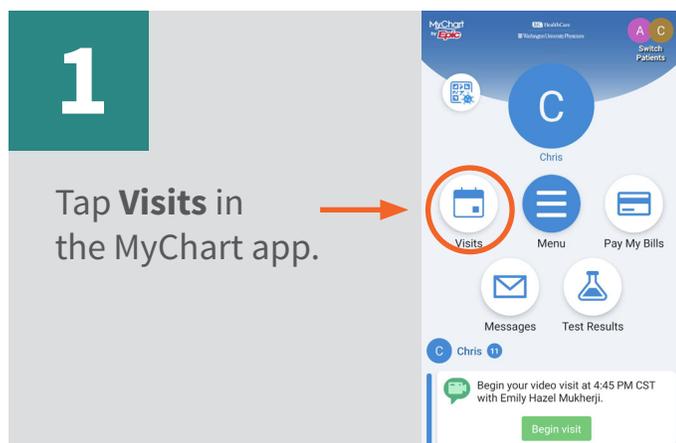
A MyChart account is required for eCheck-In before your video visit and to connect to your video visit. If you do not have an account, please sign up at MyPatientChart.org or contact your provider's office.

With MyChart, you can:

- eCheck-In for your upcoming appointments
- View your health summary
- View test results
- Request prescription renewals
- Communicate securely with your care team

Complete eCheck-In

eCheck-In allows you to sign forms, pay co-pays, confirm contact information and verify insurance details needed for your visit. This can be done up to seven days before your appointment.

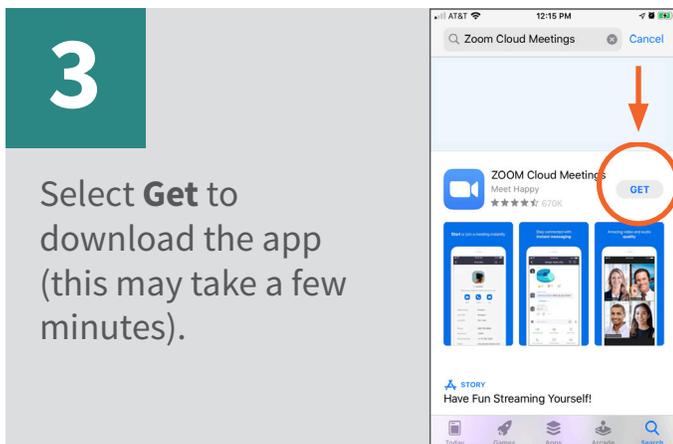
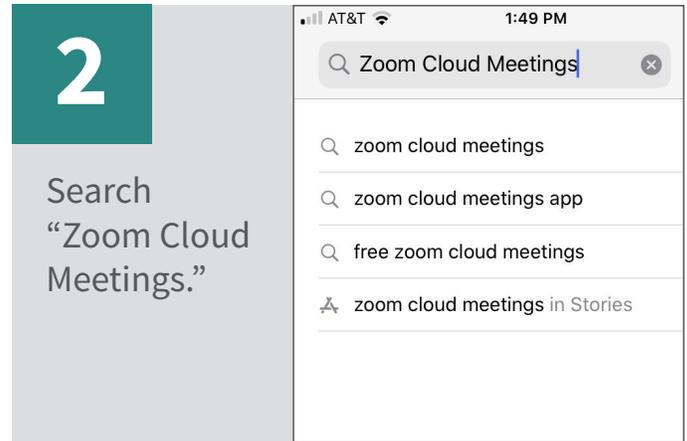
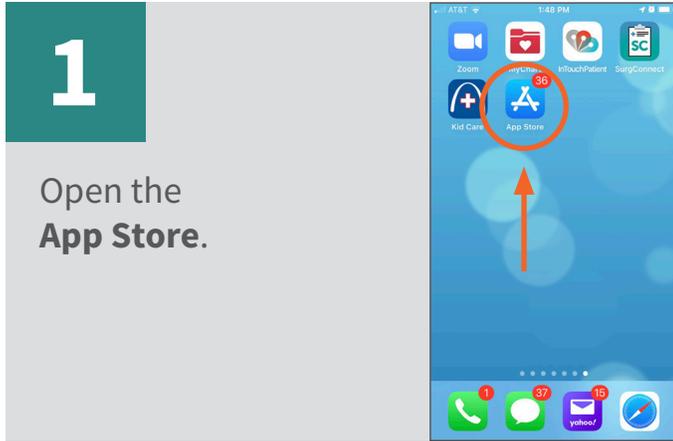


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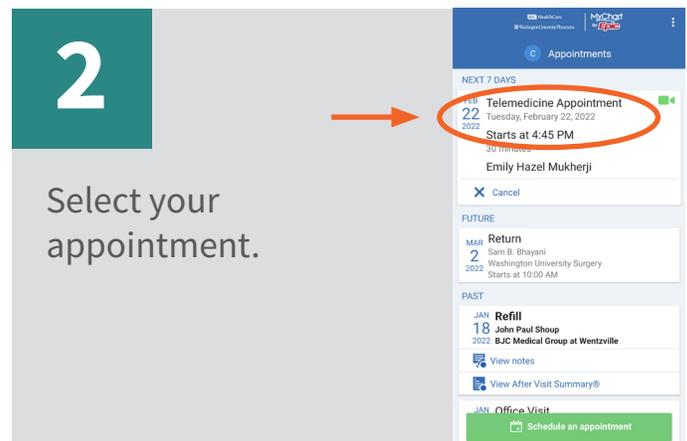
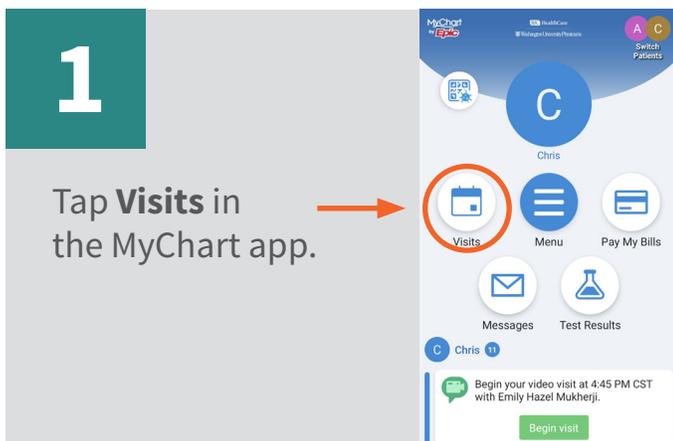
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Download the Zoom app ahead of your visit

[Download here](#) or follow the steps below.



Begin video visit through the MyChart app

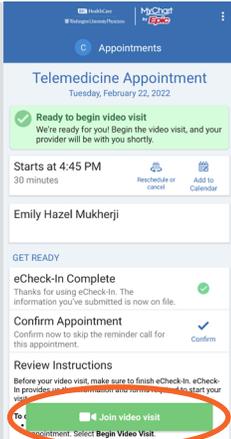


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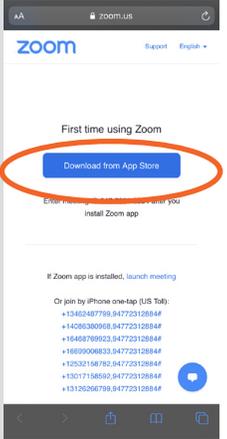
Select **Join Video Visit**. (You can do this starting 30 minutes before your appointment time.)



The screenshot shows the MyChart Telemedicine Appointment page for Tuesday, February 22, 2022, starting at 4:45 PM. The page includes sections for 'Ready to begin video visit', 'Starts at 4:45 PM', 'Emily Hazel Mukherji', 'GET READY', 'eCheck-in Complete', 'Confirm Appointment', and 'Review Instructions'. A red circle highlights the 'Join Video Visit' button at the bottom of the 'Review Instructions' section, with an orange arrow pointing to it from the text on the left.

4

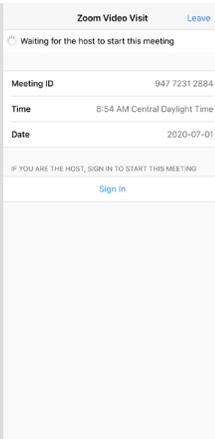
Click **Launch Meeting**.



The screenshot shows the Zoom app download page on an iPhone. The text 'First time using Zoom' is at the top, followed by a red circle around the 'Download from App Store' button. An orange arrow points from the text on the left to this button. Below the button, there are instructions for installing the app and a list of phone numbers for joining the meeting.

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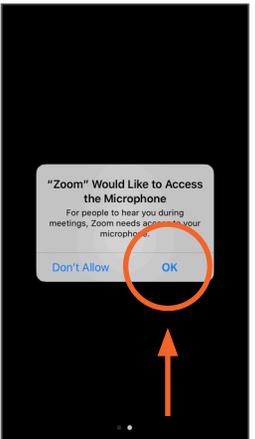
If your provider has not yet joined, please wait for them to start the visit.



The screenshot shows the Zoom Video Visit waiting screen. It displays 'Waiting for the host to start this meeting' and provides meeting details: Meeting ID 947 7231 2884, Time 8:54 AM Central Daylight Time, and Date 2020-07-01. There is a 'Sign In' button for hosts.

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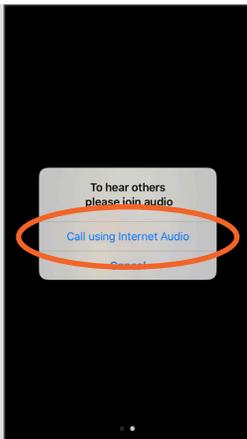
Select **OK** to allow Zoom to access the microphone (if prompted).



The screenshot shows an iOS system dialog box titled '"Zoom" Would Like to Access the Microphone'. The text says 'For people to hear you during meetings, Zoom needs access to your microphone.' There are two buttons: 'Don't Allow' and 'OK'. The 'OK' button is circled in red, with an orange arrow pointing to it from the text on the left.

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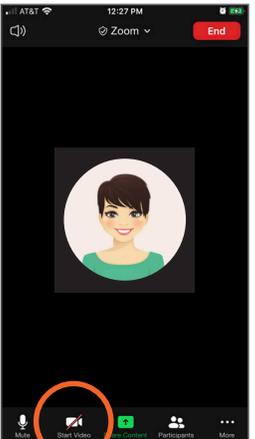
Select **Call using Internet Audio**.



The screenshot shows a Zoom dialog box with the text 'To hear others please join audio'. There are two buttons: 'Call using Internet Audio' and 'Call using Phone'. The 'Call using Internet Audio' button is circled in red, with an orange arrow pointing to it from the text on the left.

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Select **Start Video**. If you do not see Start Video, tap anywhere on your screen to make the icon appear.



The screenshot shows the Zoom meeting interface. At the top, there is a profile picture of a woman. At the bottom, there is a toolbar with icons for 'Start Video', 'Mute', 'Unmute', 'Participants', and 'More'. The 'Start Video' icon is circled in red, with an orange arrow pointing to it from the text on the left.

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