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**
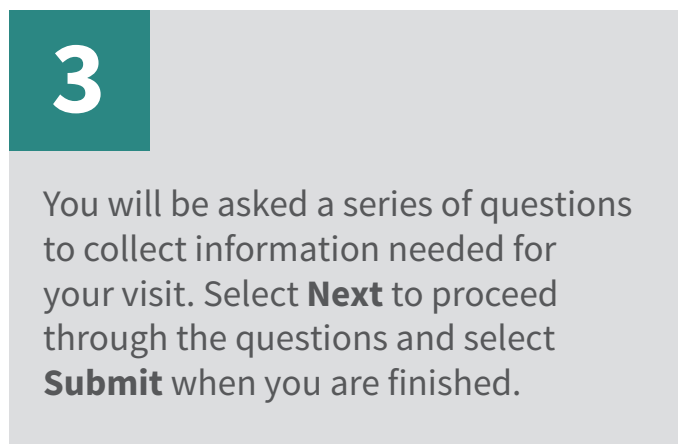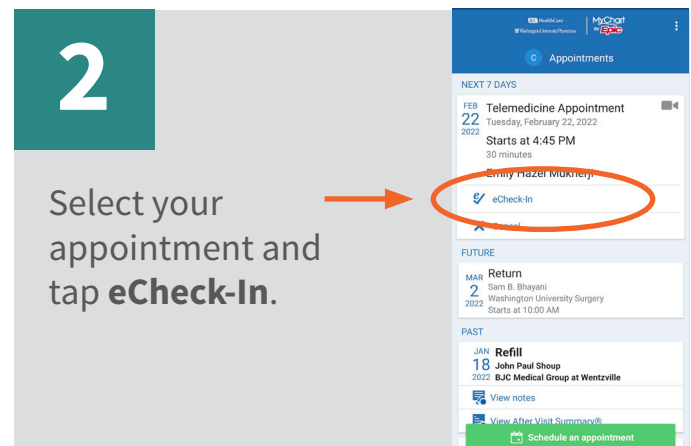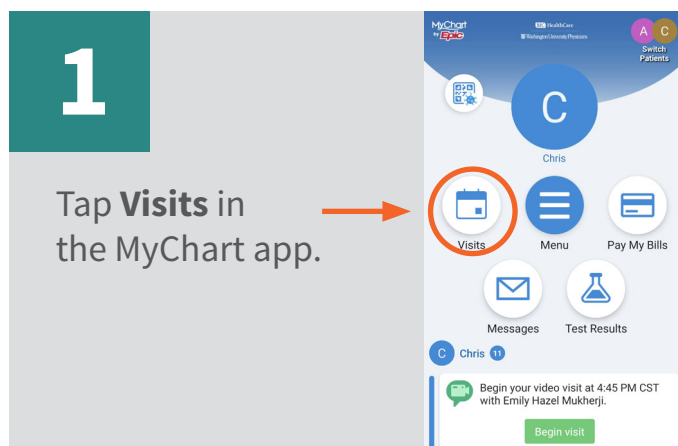   [Download here.](#)

> **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.

1

Tap **Visits** in the MyChart app.

2

Select your appointment and tap **eCheck-In**.

3

You will be asked a series of questions to collect information needed for your visit. Select **Next** to proceed through the questions and select **Submit** when you are finished.
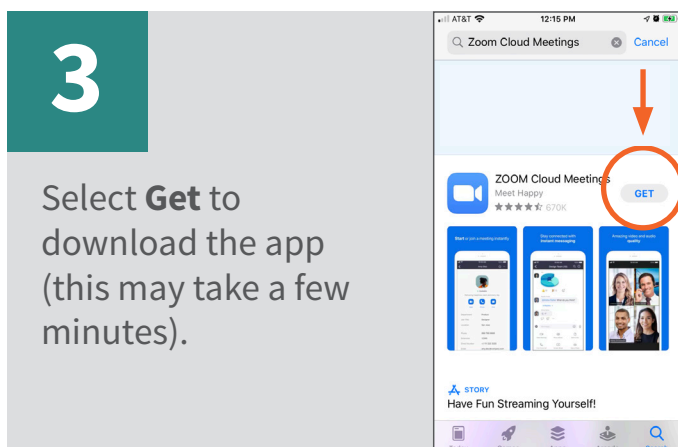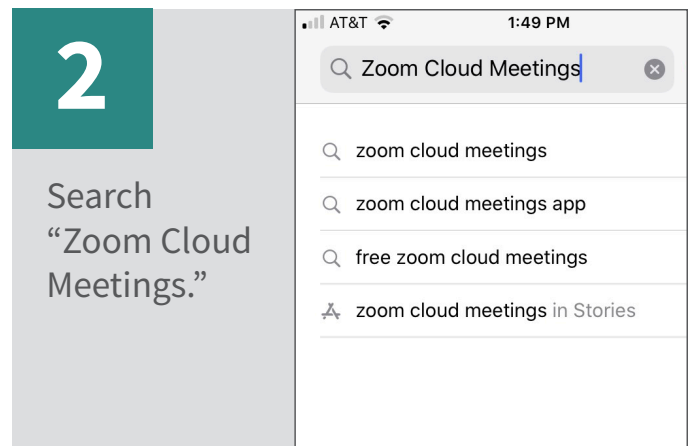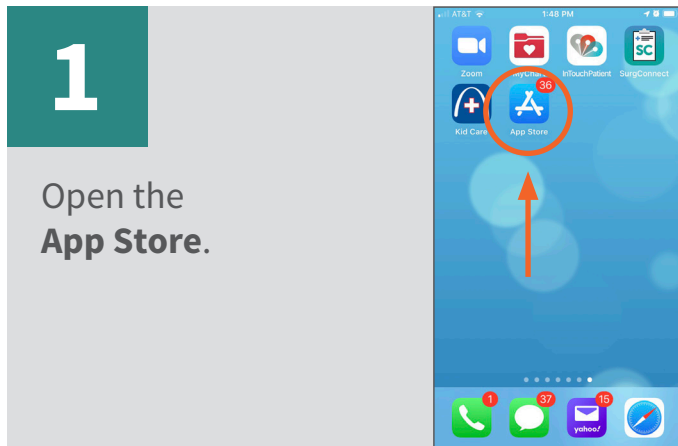
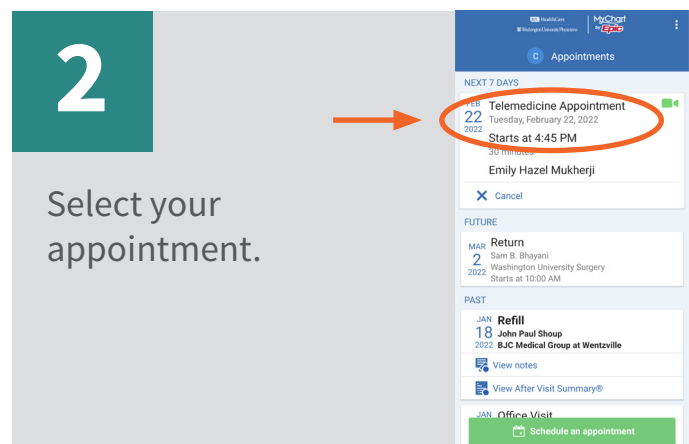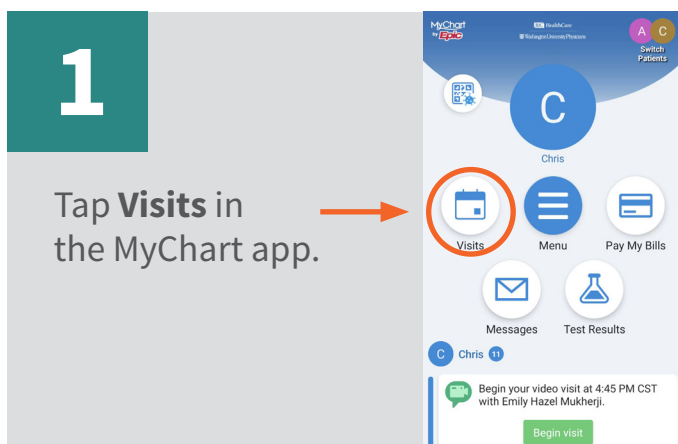MyChart® is a registered trademark of Epic Systems Corporation.

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Download the Zoom app ahead of your visit

Download here or follow the steps below.

1

Open the **App Store**.

2

Search "Zoom Cloud Meetings."

3

Select **Get** to download the app (this may take a few minutes).

Begin video visit through the MyChart app

1

Tap **Visits** in the MyChart app.

2

Select your appointment.

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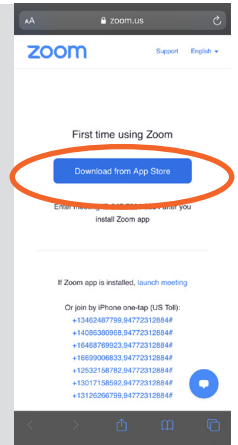
3

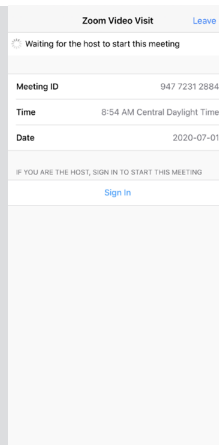Select **Join Video Visit**. (You can do this starting 30 minutes before your appointment time.)
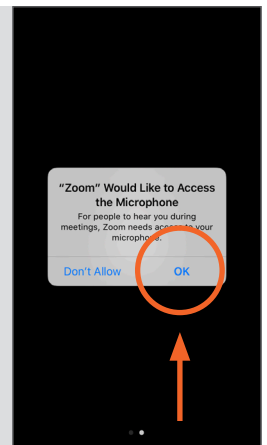
4

Click **Launch Meeting**.

5

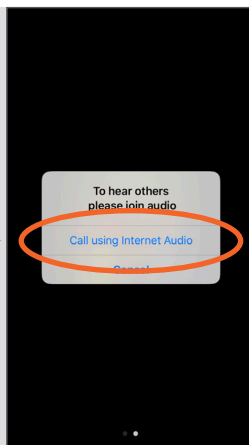If your provider has not yet joined, please wait for them to start the visit.

6

Select **OK** to allow Zoom to access the microphone (if prompted).
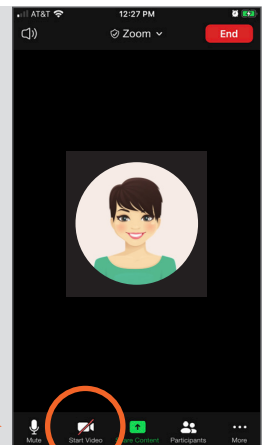
7

Select **Call using Internet Audio**.

8

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

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