

Video Visits in MyChart – Patient Instructions for Joining the Video

Patients can join the video from the mobile app (recommended) or from the MyChart website on their home computer (requires camera and microphone). This can only be done after the eCheck-in is completed in MyChart.



Patients are encouraged to complete their eCheck-in prior to their appointment date (possible to check in 24 hours in advance of appointment time). Expect for the eCheck-in can take between 5-15 minutes to complete.

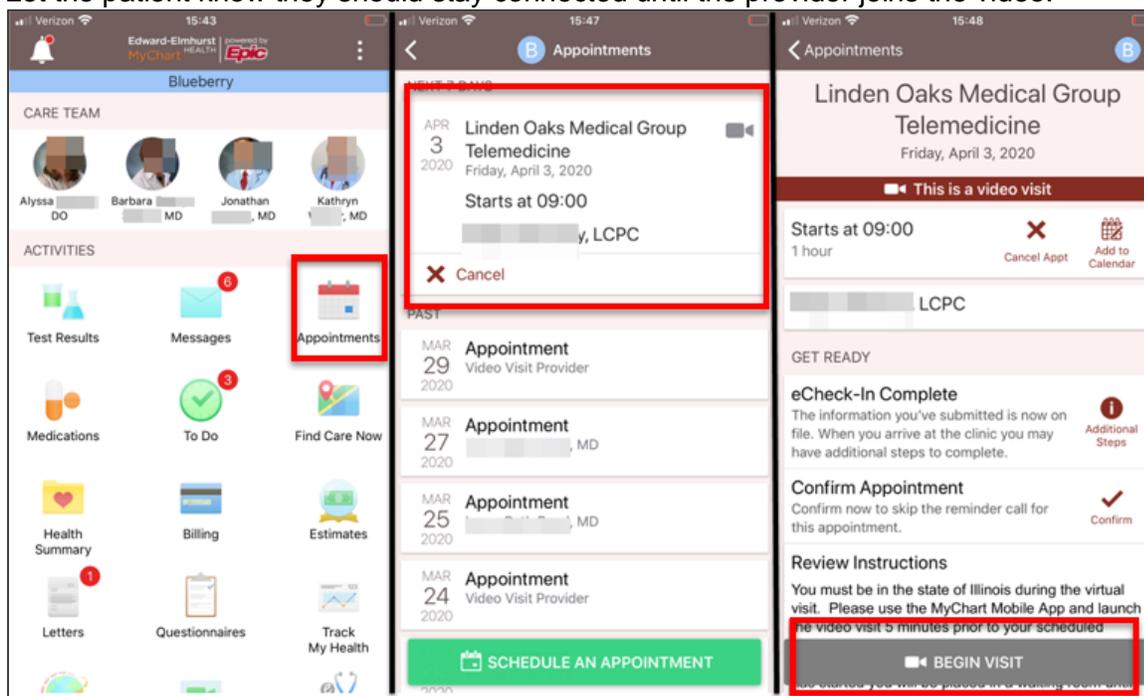
Mobile App (Recommended)

Patients can use the MyEEHealth or MyChart app:



If the patient has one of these apps on their Smart Phone or Tablet, provide these instructions:

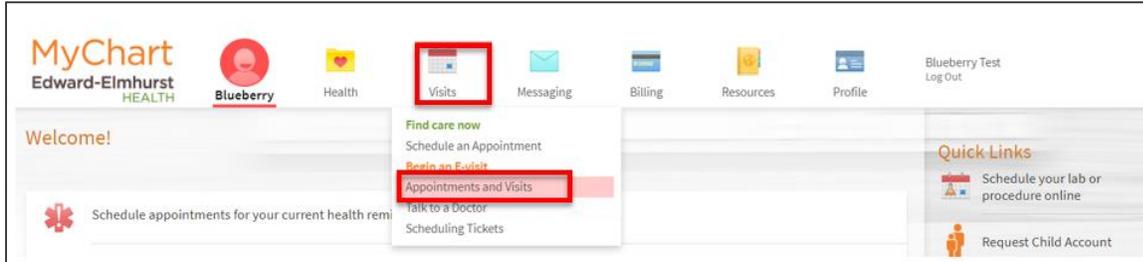
1. Log in.
2. Touch the **Appointment** button.
3. Touch the appointment for today.
4. At the bottom of the screen, touch the green **Begin Visit** bar (turns green at appointment time).
5. Once the patient confirms they have joined the video, notify the provider that the patient is waiting.
6. Let the patient know they should stay connected until the provider joins the video.



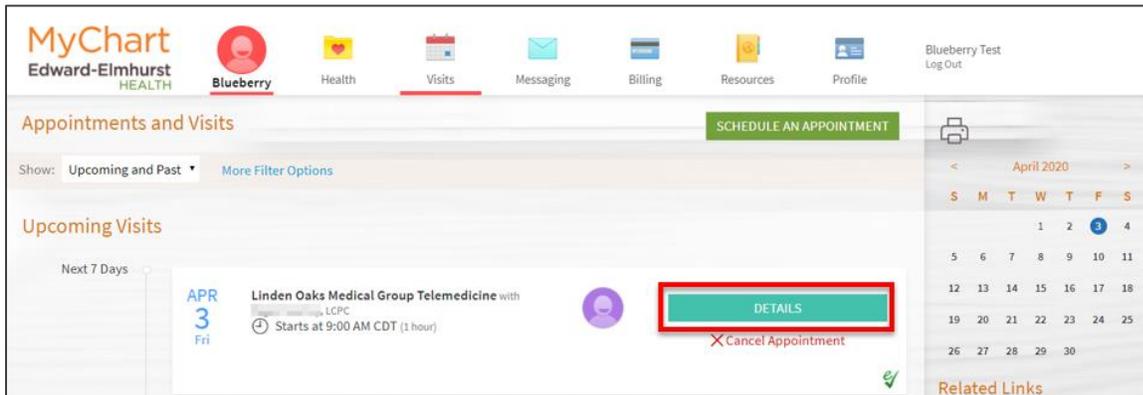
Website (Requires Camera and Microphone)

If the patient is using their computer, provide these instructions:

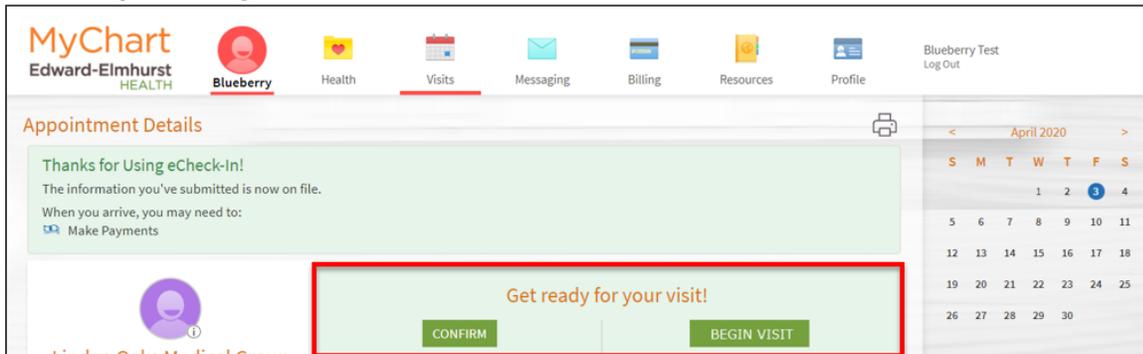
1. Log in to MyChart.
2. Click on the **Appointments** button at the top.
3. Click on the appointment for today.



4. Click on the **Details** button.



5. Click on green **Begin Visit** button.



6. A black screen will open and check Hardware.
7. When all the checks turn green, join the video.



8. Let the patient know they should stay connected until the provider joins the video.