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.

, ill verizon 👻	Edward-Elmhurst MyChart HEALTH	:	All verizion ÷ 15-47 C B Appointments	_	Appointments	
	Blueberry		APR Linden Oaks Medical Group 3 Telemedicine 2020 Friday, April 3, 2020		Linden Oaks Me Telemed ^{Friday, April 3}	dical Group icine
Alyssa DO ACTIVITIES	Barbara Jonathan MD MD	Kathryn , MD	Starts at 09:00 y, LCPC		Starts at 09:00	deo visit
Test Results	Messages	Appointments	X Cancel	_	LCPC	Calendar
Medications	Ja Da	Find Care Now	29 Video Visit Provider 2020 MAR Appointment	_	GET READY eCheck-In Complete The information you've submitte file. When you arrive at the clini	ed is now on Additional
•			MAR Appointment	_	have additional steps to comple Confirm Appointment Confirm now to skip the remind this appointment.	re. Steps
Summary	Billing		2020 MAR Appointment 24 Video Visit Provider 2020		Review Instructions You must be in the state of Illin visit. Please use the MyChart	iois during the virtual Mobile App and launch
Letters	Questionnaires	Track My Health	SCHEDULE AN APPOINTMENT		ne video visit 5 minutes prior t	o your scheduled /ISIT

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.

MyChart Edward-Elmhurst HEALTH Blueberry Health	Visits Messaging	Billing Resources	Profile	Blueberry Test Log Out
Welcome!	Find care now Schedule an Appointment			Quick Links
alla	Appointments and Visits Talk to a Doctor			Schedule your lab or procedure online
Schedule appointments for your current health rem	Scheduling Tickets			Request Child Account

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

MyChart Edward-Elmhurst	Blueberry	Health	Visits	Messaging	Billing	Resources	Profile	Blueberr Log Out	y Tes	t				
Appointments and	Visits					SCHEDULE AN A	PPOINTMENT	ß						
Show: Upcoming and Past	More Filter C	ptions						<		Ар	ril 201	20		>
								s	м	т	w	т	F	s
Upcoming Visits											1	2	3	4
Next 7 Days								5	6	7	8	9	10	11
	APR Linden	Oaks Medical G	roup Telemedicin	e with				12	13	14	15	16	17	18
	3 () Sta	rts at 9:00 AM CD	OT (1 hour)			DETAILS		19	20	21	22	23	24	25
	Fri					X Cancel Appoin	tment	26	27	28	29	30		
							ę	Rela	ted	Lin	ks			

5. Click on green Begin Visit button.

MyChart Edward-Elmhurst HEALTH	eelth	Visits	Messaging	Billing	Resources	R ==	Blueberry Log Out	Test				
Appointment Details						÷	<	A	pril 2	020		>
Thanks for Using eCheck-In! The information you've submitted is now or When you arrive, you may need to:	n file.						S 5	M T 6 7	W 1 8	T 2 9	F 3 10	\$ 4 11
		CONFIRM	Get ready f	for your vis	it! BEGIN VISIT		19 26	20 21 27 28	22 29	23 30	24	25

- 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.