

MyChart Virtual Visit Patient Experience Guide

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Updated Jan 2024

Requirements and Apps for MyChart Video Virtual Visits

For MyChart Video Virtual Visits, ensure you meet the following requirements and have the necessary apps installed. *Step-by-step instructions are available starting on the next page.*

Desktop Requirements

To join a MyChart Virtual Visit on a desktop or laptop computer, you will need a webcam or built-in camera and internet access. For high quality video, a bandwidth of 600kbps (up/down) is recommended.

Operating System Requirements

- Windows 7
- Windows 8 or 8.1
- Windows 10 (must run Windows 10 Home, Pro, or Enterprise. S mode is not supported)
- Windows 11
- macOS X 10.10 or later

Supported Web Browsers

Use one of the following supported web browsers, within two versions of the current release:

- Chrome 
- Edge 
- Firefox 
- Safari 

As an example, if the current version of Chrome is 111, then Zoom supports versions 109, 110, and 111. As new versions are released, the minimum version will also follow behind by 2 versions.

Mobile Requirements

To join a MyChart Virtual Visit, ensure you have an Apple or Android smartphone or tablet with internet access. For high-quality video, a bandwidth of 1.0 Mbps for upload and 600 Kbps for download is recommended.



You can use a web browser on your mobile device to join a video visit. For best performance, install the MyChart Mobile App and the Zoom App on your Apple or Android device. You do not need to create a Zoom account to participate in MyChart Virtual Visits.

Operating System Requirements



- iOS 11.0 or later
- iPadOS 13 or later
- Android 6.0x or later

Supported Web Browsers

iOS/iPadOS

- Safari 5+ 
- Chrome 

Android

- : Webkit (default) 
- Chrome 

Your Virtual Video Visit Using MyChart Mobile

Follow these steps to join your virtual video visit using the MyChart Mobile App on your Apple or Android smartphone or tablet.

From the MyChart Mobile App

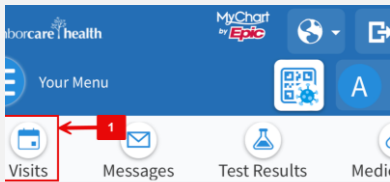
Before your Virtual Visit, you must PreCheck-In. You can complete PreCheck-In up to three days before your appointment. You can begin the visit up to 30 minutes early.

If you do not have a MyChart account, you will receive the following notifications:

- Three days before your appointment: an email with a link to complete PreCheck-In.
- 30 minutes before your appointment: a text message with a link to join the video visit.

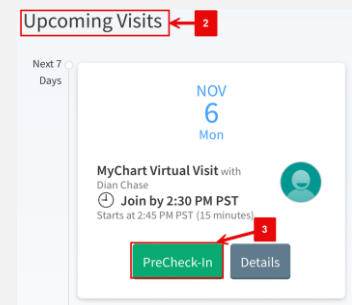
The following images were taken using an Apple iPhone. Android devices may vary slightly.

1. Tap **Visits** from the main screen or the menu in MyChart Mobile

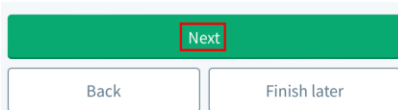


2. Find your appointment in **Upcoming Appointments**

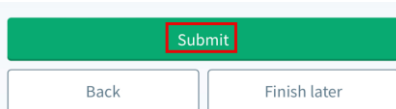
3. Tap **Precheck-in**



4. Verify the information listed in each section and tap **Edit** if any changes are needed. Then, tap **Next** to navigate to the next section.



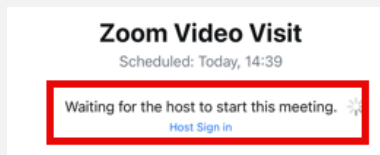
5. Tap **Submit** after all sections have been verified.



6. Tap **Begin Visit** to connect, and then tap **Join Meeting**.



7. The Zoom meeting will launch. Wait for the provider to start the video.

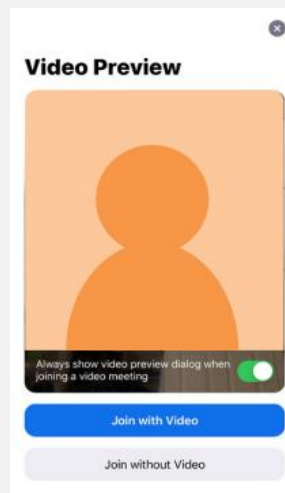
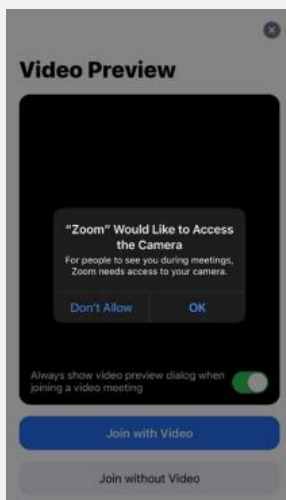


Connecting to Audio and Video in the Visit

You will be asked to connect to video and audio when you join the Zoom video session.

Connect to Video

1. Tap **OK** to allow Zoom to use your device's camera.
2. A preview of your video feed will be shown. Tap **Join with Video**.



Connect to Audio

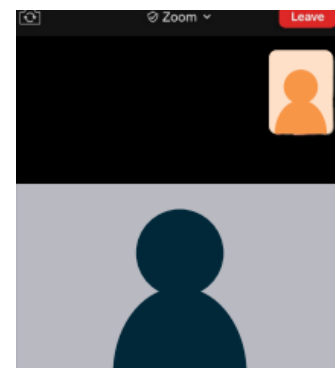
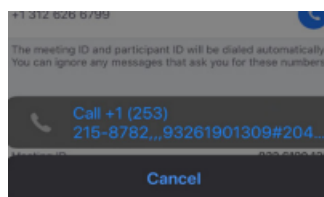
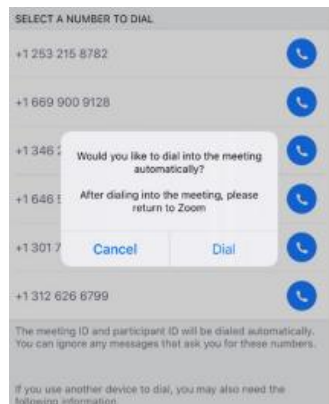
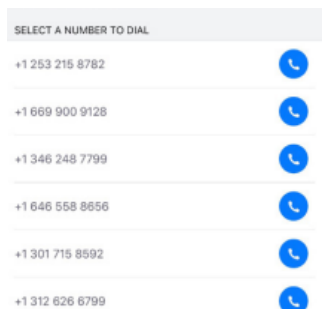
Next, choose how you would like to connect to audio. You can select **Internet Audio** or **Dial In**.

Internet Audio

1. If you are using WiFi, choose **Call using Internet Audio**. Internet Audio is easiest and most secure.
2. You and your provider can now see and hear each other.

Dial in Audio

1. If you need to dial into the visit, tap **Dial in**.
2. Tap any of the phone numbers provided.
3. Tap **Dial**
4. Tap **Call**. You will be taken to the phone call. Your meeting ID is entered automatically. Stay on the line and navigate back to your Zoom session.
5. You and your provider can now see and hear each other.



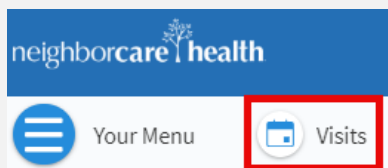
Your Virtual Visit Using the MyChart Website

Follow these steps to join a virtual visit from the MyChart website on your mobile device or computer.

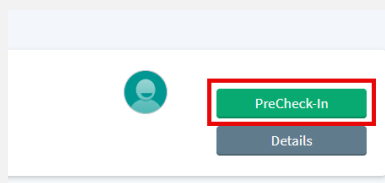
From the MyChart Website

Before your Virtual Visit, you must PreCheck-In. You can complete PreCheck-In up to three days before your appointment. You can begin the visit up to 30 minutes early.

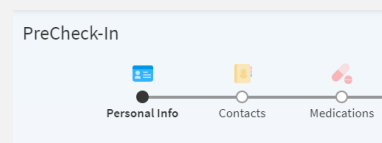
1. From the menu toolbar, click **Visits** to view upcoming appointments.



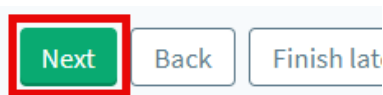
2. Click **PreCheck-In**.



3. Verify the information listed in each section and tap **Edit** if any changes are needed.



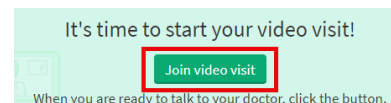
4. Click **Next** to move on to the next section.



5. Click **Submit** on the final screen and you will be taken to the Appointment Details page.



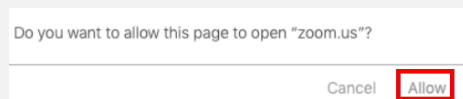
6. Click **Join video visit** when you are ready to begin your visit. You can join the video visit up to 30 minutes before your appointment time.



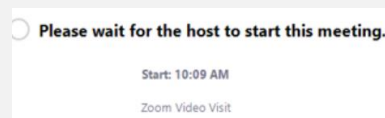
Joining from the Zoom Application

1. Zoom will launch (prompts may vary by internet browser and computer system).

2. Click **Allow** to let the page open "zoom.us."



3. You will be instructed to wait for the host (your provider).



Joining from an Internet Browser

- Zoom will launch (prompts may vary by internet browser and computer system).
- Click **Start from your browser**.
- Click **Join**.

From browser, [click here](#) to launch the meeting, or do

If you cannot download or run the application, [start from your browser](#).

Join a Meeting

Your Name

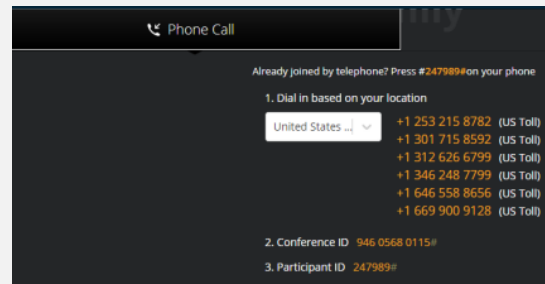
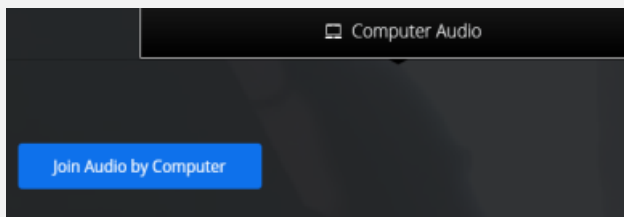
Join

- This screen will display until your provider begins the meeting.

The meeting has not started
The page will refresh in 5 seconds, or [reload the page now](#).

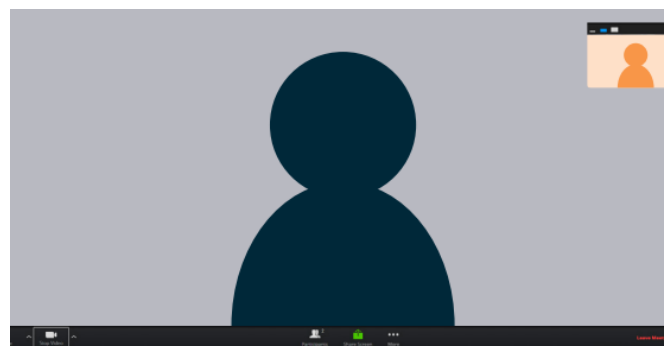
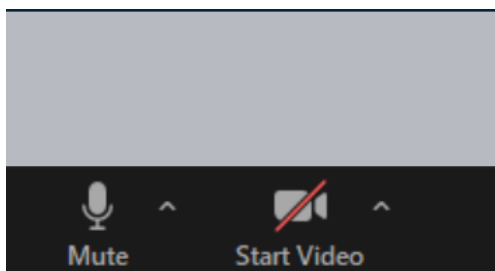
Connecting to Audio and Video in the Visit

- Once the provider joins, click **Join Audio by Computer** to use your device's speakers (recommended) to connect to the visit or op to use your phone by clicking **Phone Call**.
- To join via phone, click **Phone Call**, then dial one of the listed numbers, and enter the conference and participant IDs with hashtags to enter the visit.



- To use the camera on your device for video, click **Start Video**.

- You and your provider can now see and hear each other.



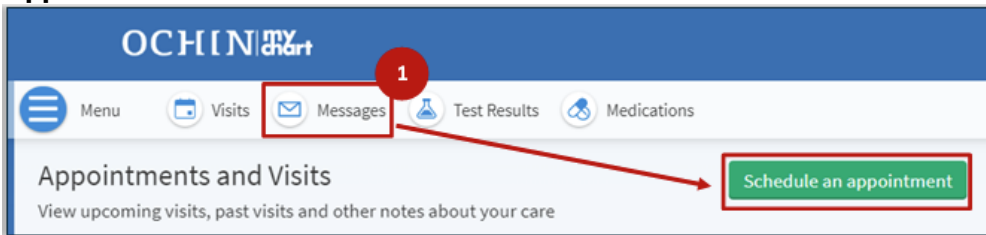
MyChart Virtual Visit Schedule Request

Request video appointments with your provider via your MyChart account.

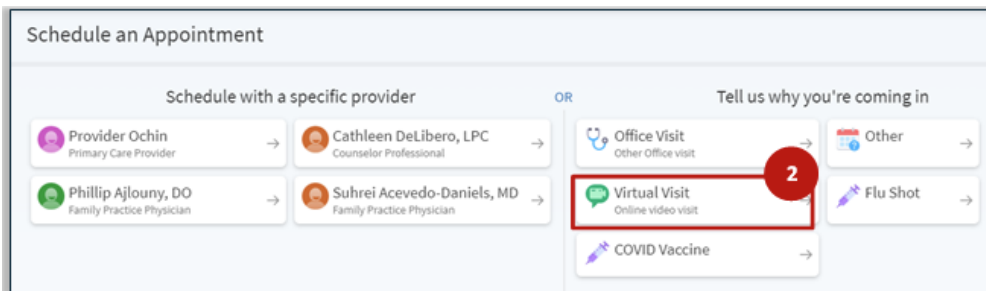
Schedule Request

To schedule a virtual visit, follow these steps:

1. From your MyChart account, you can request an appointment by selecting **Visits** then selecting **Schedule an Appointment**.



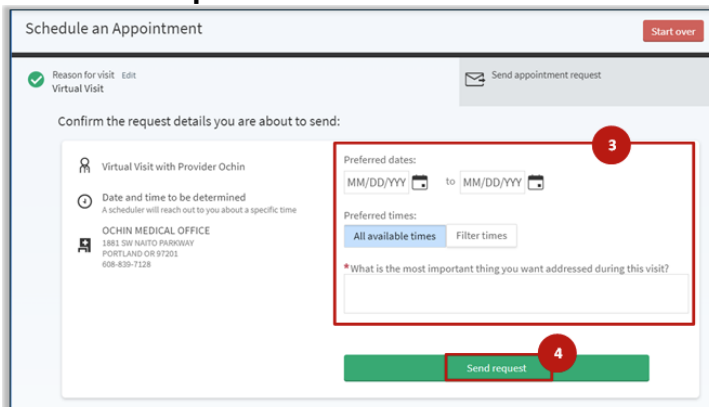
2. Select **Virtual Visit**.



3. Enter the following information:

- Preferred dates to schedule the appointment within.
- Preferred times. **All Available Times** will be selected by default, but you can specify a time by clicking **Filter Times** to view additional scheduling options.
- Comments about reason for visit.

4. Click **Send Request**

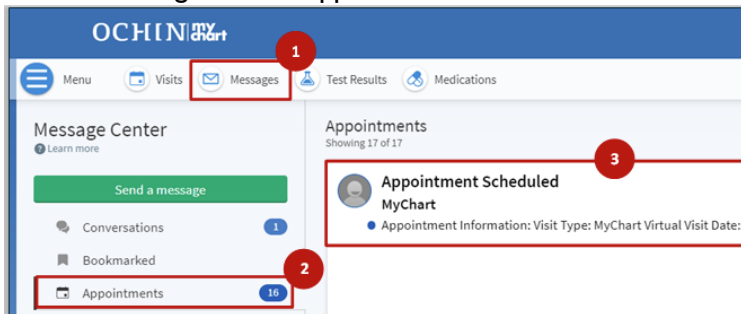


Appointment Confirmation

Once your virtual visit appointment request is scheduled, you will receive a message in your **MyChart Message Center**, and you can view the appointment under **MyChart Appointments and Visits**.

MyChart Message Center

1. After logging in to your MyChart account, click on **Messages** on the main toolbar.
2. Click **Appointments**.
3. Select a message to view appointment details and instructions.



Appointments and Visits

1. After logging in to your MyChart account, click on **Visits** on the main toolbar.
2. Upcoming and Past visits will display by default. Your appointment information will be displayed in the **Upcoming Visits** section.

