

MyChart Video Visits



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Health Services

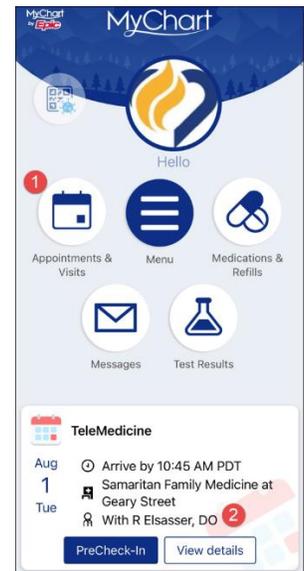
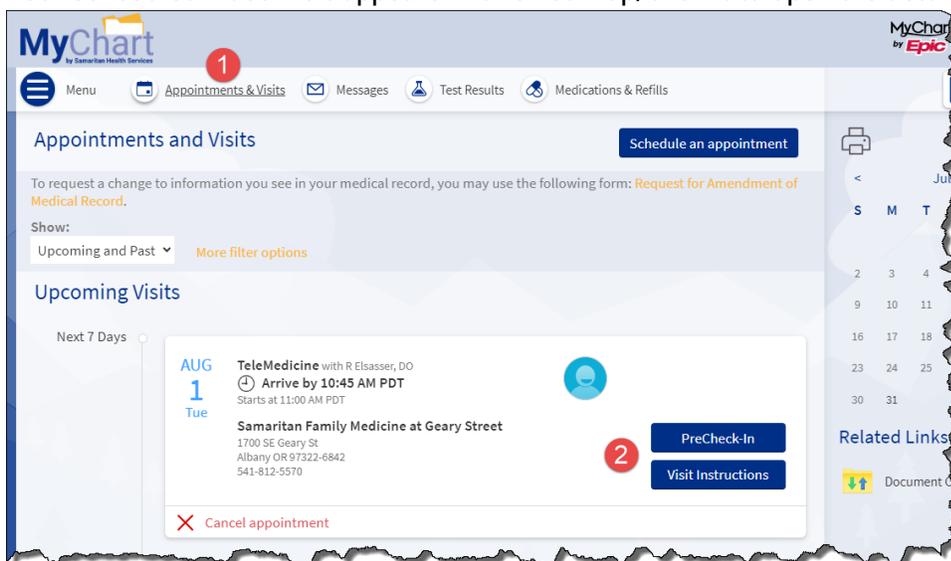
Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

You can use a web browser on your desktop or a mobile application to start a video visit. **Mobile devices are preferred**, because most already have the appropriate camera and microphone setup for video visits. To get started, download the MyChart Mobile App from the Apple App Store or Google Play store.

Using MyChart Video Visits

Join a Scheduled Video Visit

1. At least fifteen minutes prior to your video visit appointment, log in to the MyChart app on your mobile or desktop device and tap/click the Appointments & Visits icon on the home screen.
2. Your scheduled video visit appears in this list. Tap/click it to open the details.



3. Tap/click **PreCheck-In** to complete the necessary steps prior to beginning your visit.
4. After you've completed PreCheck-In, tap/click **Begin Visit** to ensure you're able to connect.
5. If prompted, allow your browser to access your device's microphone and camera. Then, complete a hardware test to ensure your device camera, microphone and speakers are working. Tap/click **Join Call**.
6. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!

Pin a Video Visit Participant

Pinning a participant ensures that you can always see them, even when there are up to five participants in the visit and they aren't the active speaker. To do this, click the video or name of the participant whose video you want to pin. Click their name or video again to unpin the participant.