

Patient guide for MyChart Video Visit



Mobile app instructions
for smartphone or tablet

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A video visit is a secure alternative to an in-person visit with your provider. With a MyChart Video Visit, you will have dedicated time with your provider, just as you would at an in-clinic appointment.



Follow these steps for your MyChart Video Visit via mobile app on your smartphone or tablet:

24 hours prior to your appointment

- Download the MyChart mobile app from the App Store (Apple) or Google Play (Android).
- Log in to your account and tap the “Visits” icon.
- Confirm that you can see the details of your upcoming video visit.

15 minutes prior to your appointment

- Find a comfortable, quiet and well-lit space with a strong Wi-Fi connection.
- Test your audio to ensure your phone isn’t muted and that the volume is turned up.
- Close any open apps or windows on your device.
- Ensure your device is fully charged or plugged in.
- Log in to your MyChart account and select the “Visits” icon.
- Locate the appropriate appointment from the list.
- If you haven’t already, complete the eCheck-in process and submit the Consent for Telemedicine Services questionnaire.
- Click “Begin Visit” and wait for your provider’s image to appear on screen.



Need help?

Trouble with the MyChart mobile app or login questions, including password assistance? Call the MyChart Customer Support Team at **844-388-2356** or contact your clinic for assistance.

Basic troubleshooting



I can't see my provider, or my provider can't see me.

- The provider may be running late. A call to the clinic or office can verify this.
- You must be logged in through the MyChart mobile app, which enables the camera for mobile devices.
- Confirm that your camera lens is not obstructed.
- Check to ensure your camera settings are enabled.



I can't hear my provider, or my provider can't hear me.

- Check your volume settings and verify you are unmuted, the volume is turned up and it is not being routed to another source (headphones, Bluetooth, etc.).
- You must be logged in through the MyChart mobile app, which enables audio for mobile devices.
- Have the provider check their volume settings and confirm they are unmuted.
- If there is more than one microphone, see which is engaged and adjust as needed.



We are connected, but the audio/video quality is poor, my screen keeps freezing or the connection keeps getting dropped.

- Audio/video may be delayed or fuzzy while initially connecting. If the connection is good, quality should improve after a minute or two.
- Close any open apps or windows to free up device resources.
- Disconnect any devices sharing the Wi-Fi.
- Log out and back in to see if a better connection can be established.
- Delete unused apps on the device to free up storage space. Power the device off and back on, then log back in to the video visit.
- Check the device signal strength and relocate if necessary. Slow Wi-Fi connection will limit video quality.
- For persistent connection issues, consider checking the Wi-Fi speed at [speedtest.net](https://www.speedtest.net). Look for minimum 25 Mbps download and 10 Mbps upload. If the speed is too slow, try using a wired internet connection or contact your internet service provider for guidance on resetting your router.



I'm being told that my visit is "not supported."

- Make sure you're using the MyChart mobile app to access your appointment, not a web browser.