

# Virtual Visit – Patient Instructions

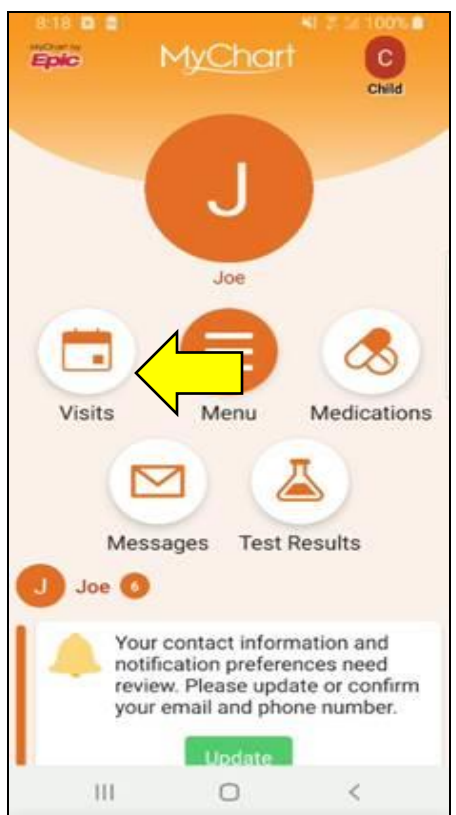
Mobile MyChart App Instructions



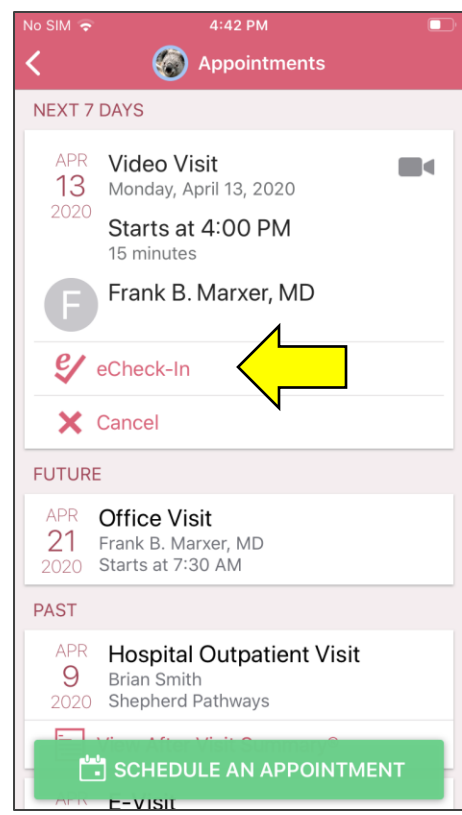
# Video Visit Guide for Patients

How to join a scheduled video visit

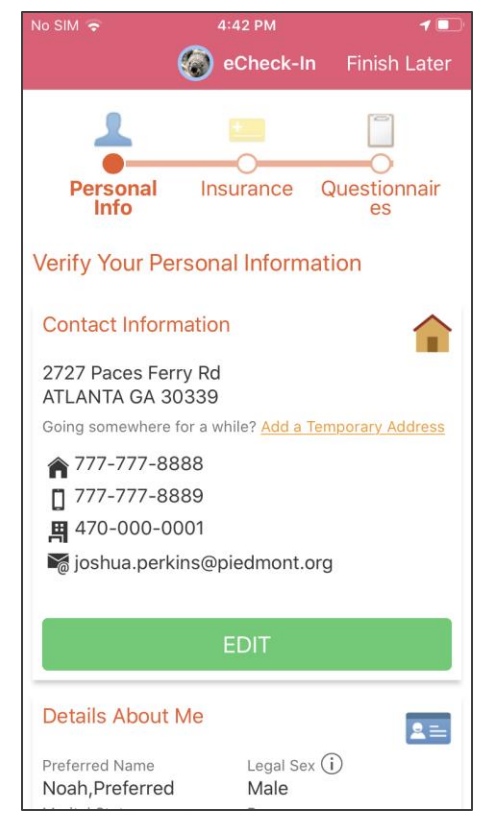
**1** From the MyChart App Home page navigate to “Visits”



**2** Start the “eCheck-in” process for your video visit



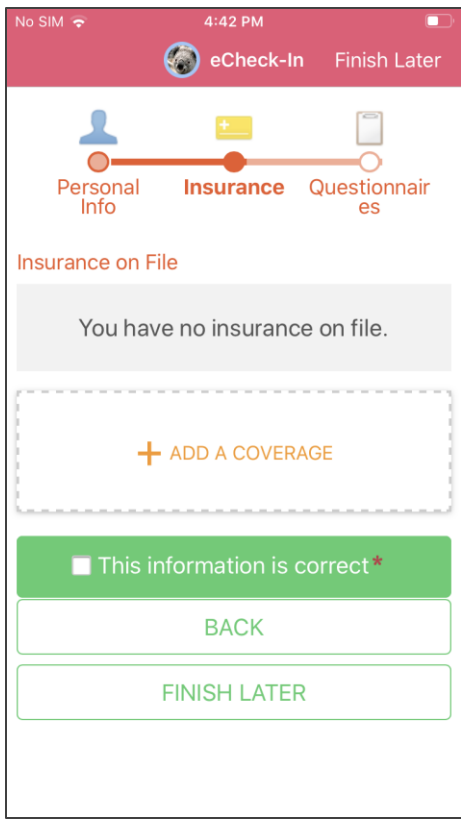
**3** Verify or edit any personal information



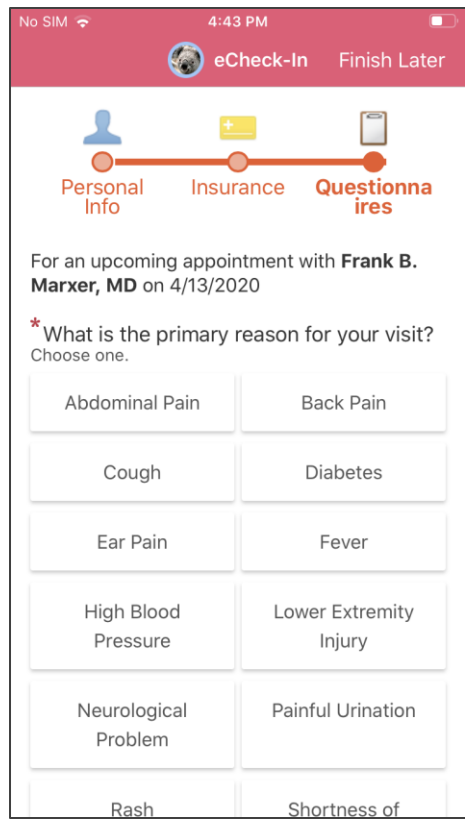
# Video Visit Guide for Patients (cont.)

## How to join a scheduled video visit

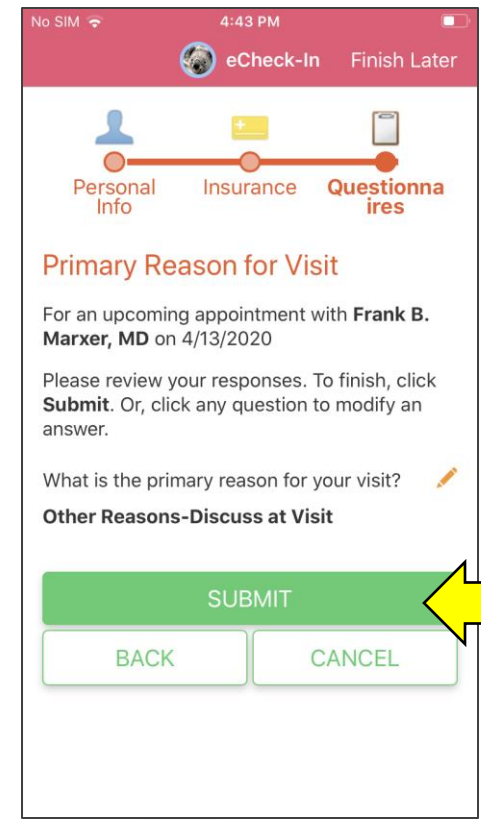
**4** Verify or edit any insurance information



**5** Complete any necessary additional questionnaires or forms for your provider



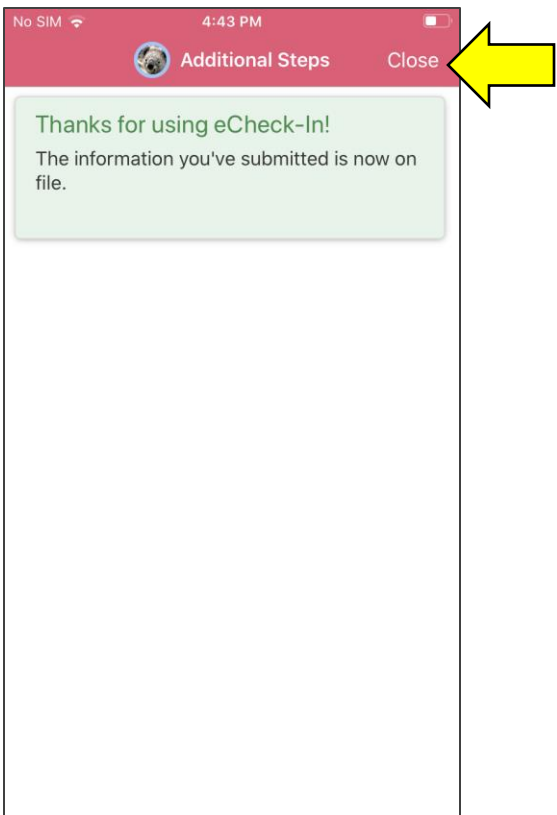
**6** Verify and submit your responses



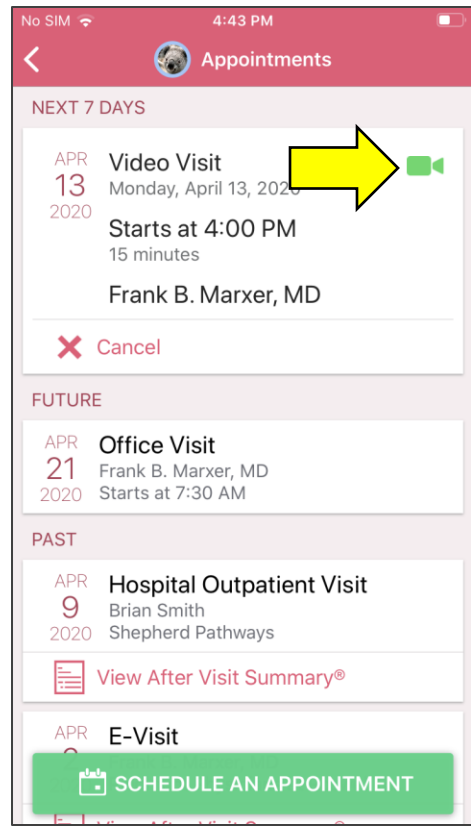
# Video Visit Guide for Patients (cont.)

## How to join a scheduled video visit

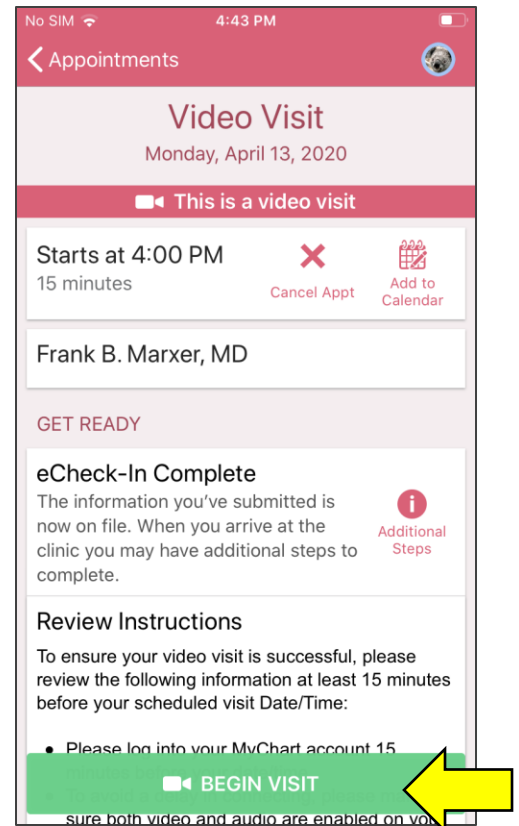
**7** eCheck-In is complete. You can close this step.



**8** Navigate back to Appointments and select the **Video Visit**



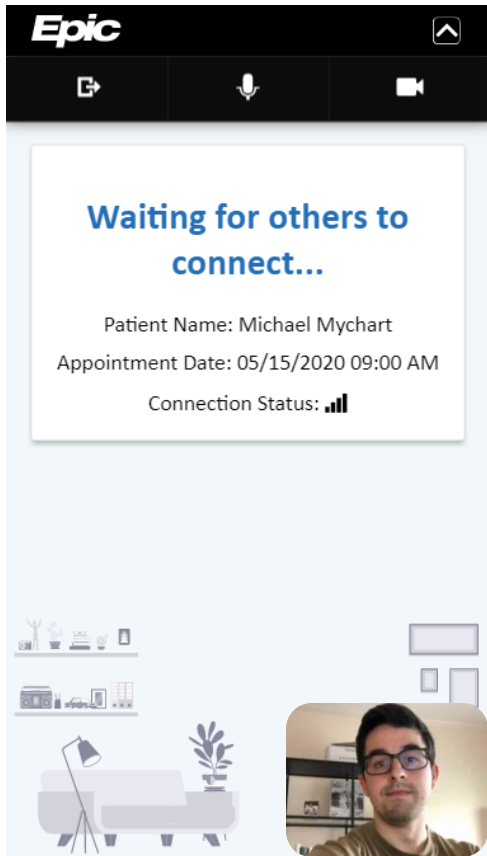
**9** Review the instructions and click **"Begin Visit"**



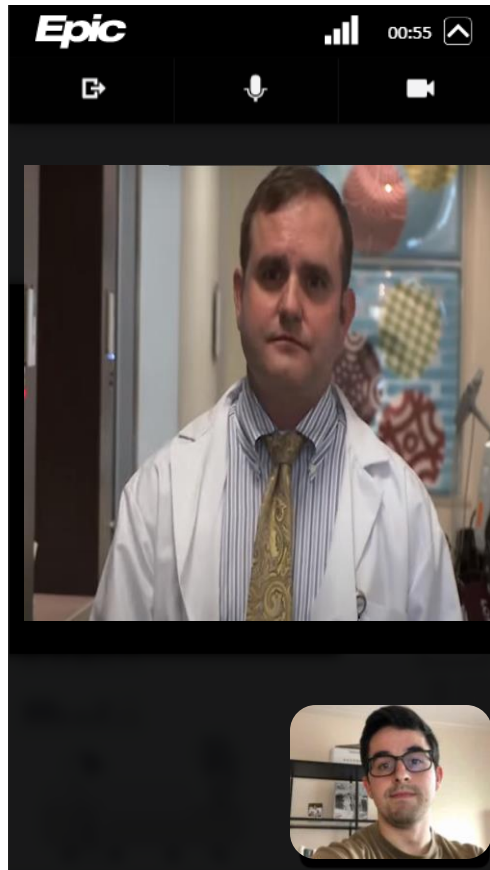
# Video Visit Guide for Patients (cont.)

## How to join a scheduled video visit

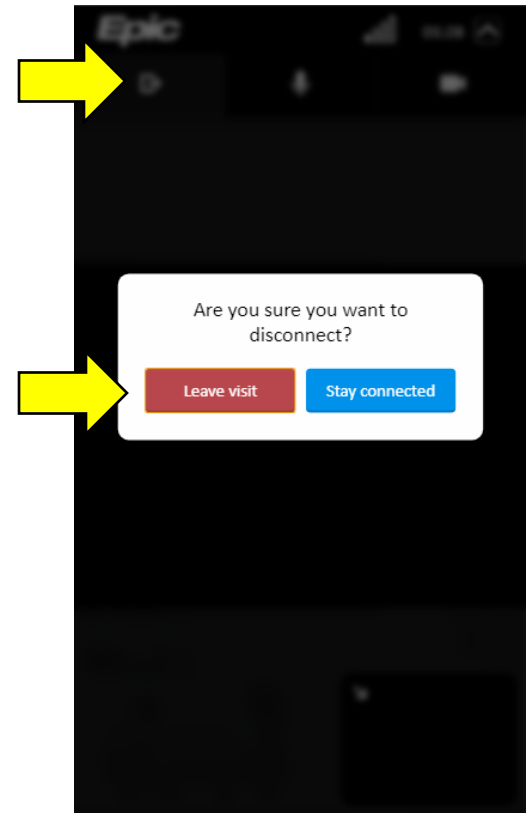
**10** Once the video visit launches, you will see this screen until the provider joins.



**11** You'll then have the appointment with your provider



**12** After the visit is complete you may click the door icon and select "Leave Visit"



# Video Visit – Patient Instructions

Computer Instructions



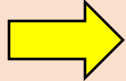
# Video Visit Guide for Patients

How to join a scheduled video visit

**Please ensure you are using a video and audio-enabled device, such as a smart phone, tablet, or computer with a webcam**

- 1 Log into MyChart and complete the eCheck-In for the video visit


Video Visit with Physician Family Medicine, MD  
Friday April 10, 2020  
Starts at 1:30 PM EDT



**E CHECK-IN**


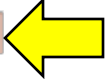
**Important:** Please complete the eCheck-In process at least 15 minutes prior to your visit

Verify Your Personal Information

|  |   |  |
|--|---|--|
| <b>Contact Information</b><br>540 Trinity Lane<br>Saint Petersburg FL 33716<br>Going somewhere for a while?<br><a href="#">Add a Temporary Address</a> | <br>908-878-7798<br>Not entered<br>Not entered<br>gregg.ambruso@pie... | <b>Details About Me</b><br>Preferred Name: Stormy<br>Race: White or Caucasian<br>Language: Swedish<br>Marital Status: Married<br>Ethnicity: Not Hispanic<br>Religion: Episcopalian |
|--|---|--|

This information is correct

**NEXT** **FINISH LATER**



- 2 Verify your personal information and click "NEXT"

# Video Visit Guide for Patients (cont.)

## How to join a scheduled video visit

**3** Verify insurance information and click "NEXT"



**Insurance on File**


Aetna  
Aetna Ppo/indemnity


Subscriber Name  
Mychart, Beth


Subscriber Number  
12345678

Group Number  
JJ9H5



 

 Update coverage

 Replace insurance card photos

 Remove coverage

This information is correct



**4** *If seeing a primary care provider:*  
Select or enter your primary reason for Visit

*If seeing a specialty provider:*  
Proceed to step 6

**Primary Reason for Visit**

For an upcoming appointment with **Physician Family Medicine, MD** on 4/10/2020



\* Indicates a required field.

\* What is the primary reason for your visit?  
Choose one.

Abdominal Pain   Back Pain   Cough   Diabetes   Ear Pain   Fever   High Blood Pressure

Lower Extremity Injury   Neurological Problem   Painful Urination   Rash   Shortness of Breath

Sore Throat   Vaginal Discharge/Irritation   **Other Reasons-Discuss at Visit**



# Video Visit Guide for Patients (cont.)

How to join a scheduled video visit

- 5 Verify your responses and click “**SUBMIT**”

## Primary Reason for Visit

For an upcoming appointment with **Physician Family Medicine, MD** on 4/10/2020

Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.


| Question                                   | Answer                                |
|--|---------------------------------------|
| What is the primary reason for your visit? | <b>Other Reasons-Discuss at Visit</b> |

**BACK** **SUBMIT**  **EDIT**


# Video Visit Guide for Patients (cont.)



## How to join a scheduled video visit

- 6 Review the visit instructions and click **“Begin Video Visit”**. **Important:** You will need to use Microsoft Edge, Chrome, Firefox, or Safari as your internet browser. If you are getting an error message because of an incompatible browser, follow the instructions at the end of this guide to download a new browser and set it as default.

**Appointment Details** 


Thanks for using eCheck-In!  
The information you've submitted is now on file.

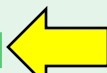
 **Video Visit with Amy Wheeler, NP**

 Wednesday May 13, 2020  
10:00 AM EDT (30 minutes)  
 [Add to Calendar](#)

[X Cancel Appointment](#)

**It's time to start your video visit!**

 You've confirmed this appointment!

[BEGIN VIDEO VISIT](#) 

When you are ready to talk to your doctor, click the button below.

Review your questionnaire answers below.


- [Primary Reason for Visit \(Print\)](#)

**Visit Instructions**

To ensure your video visit is successful, please review the following information at least 15 minutes before your scheduled visit Date/Time:

- Please log into your MyChart account 15 minutes before your date/time.
- To avoid a delay in connecting on your laptop or smartphone, please make sure both video and audio are enabled (**BOTH** are required for this visit).
- If using MyChart Mobile, please use a WiFi connection – these are generally stronger than cellular data.
- If using MyChart Mobile, please download the MyChart app rather than using Safari or another mobile browser, to avoid pop-up blockers from interfering.
- If using MyChart on Desktop, please disable any pop-up blockers in your default browser.
- Please complete the eCheck-In process within MyChart in advance of your Video Visit. You can begin the eCheck-In process by navigating to the Appointment Details page or the "To-Do" section on your MyChart home page. eCheck-in will allow you to confirm or update your personal information and electronically sign any forms that may be needed for your visit.

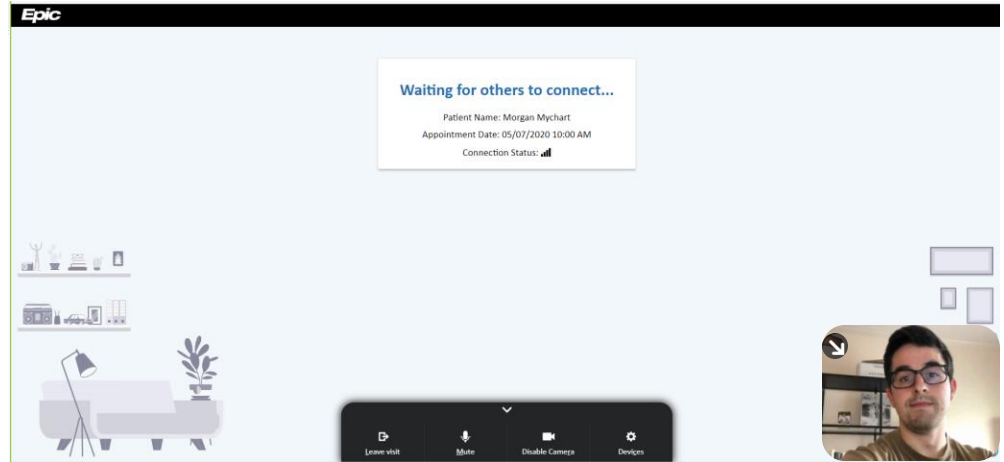
If you have any questions before your visit, please reach out to us. We look forward to addressing your healthcare needs!

 [Collapse](#)

# Video Visit Guide for Patients (cont.)

## How to join a scheduled video visit

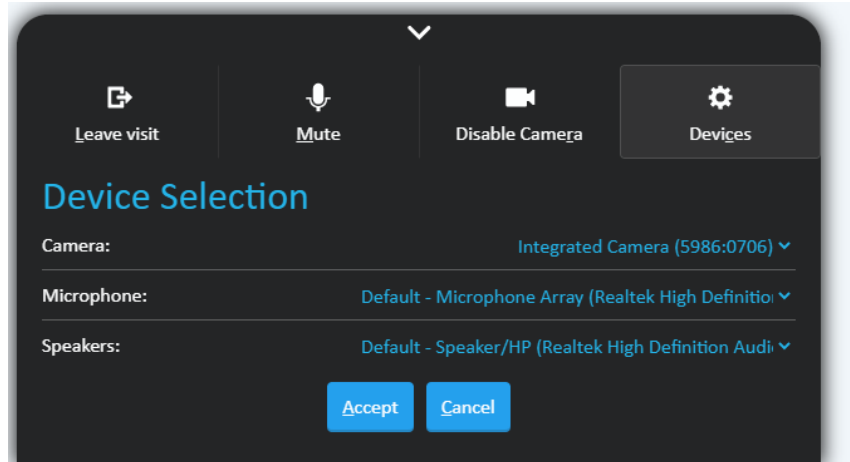
7 You might see this screen until the provider joins the appointment.



8 In the meantime, ensure that you have selected the correct devices at the bottom of the screen:

- Camera: “Integrated Camera”
- Microphone: “Default-Microphone Array”
- Speakers: “Default-Speakers/HP”

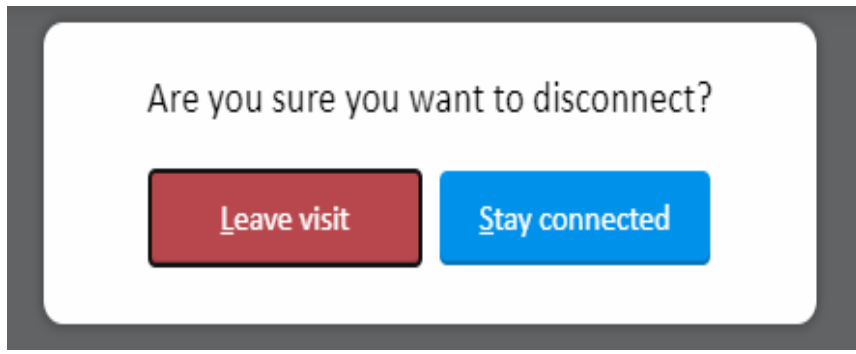
**If these settings do not work on your personal computer, try the other device options available.**



## Video Visit Guide for Patients (cont.)

### How to join a scheduled video visit

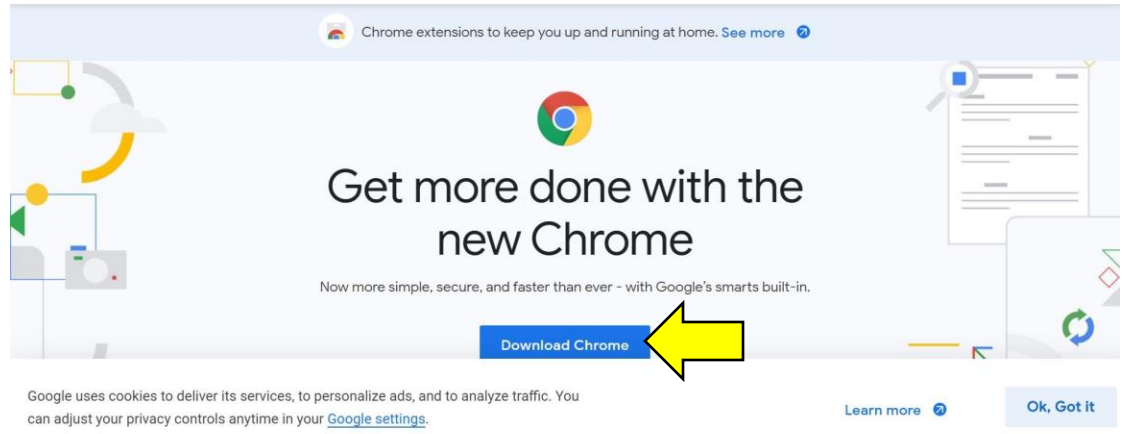
- 7 When your provider joins the meeting, you will be able to see and hear them, and they will be able to see and hear you.
- 8 When you are ready to disconnect, choose “**Leave Visit**”



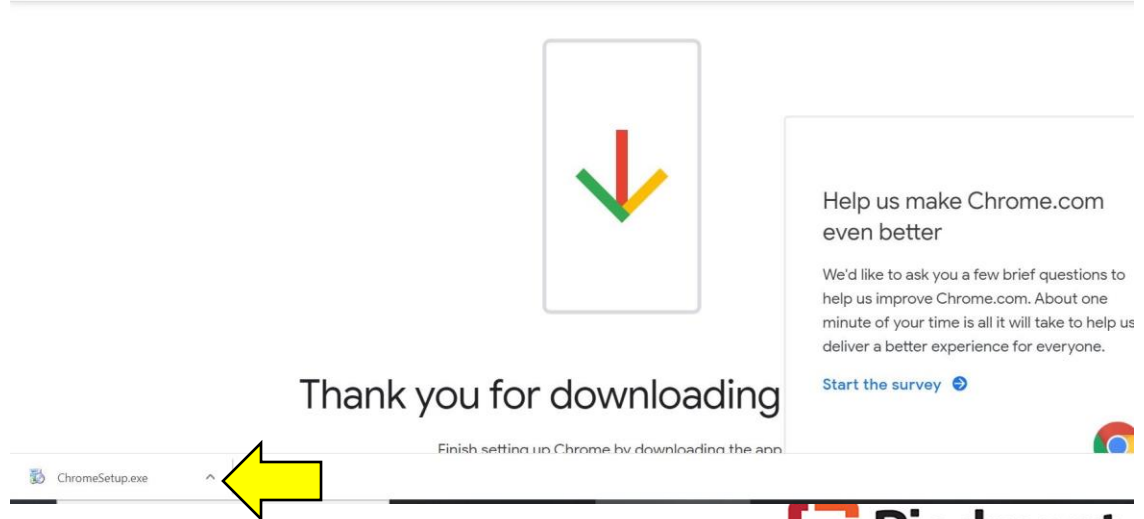
# Downloading Compatible Browser

How to download and use Chrome instead of Internet Explorer.

1 Go to **google.com/chrome/** in your internet browser and select **Download Chrome**.



2 If prompted, you may have to save the file to a location like your downloads folder. From the bottom left hand corner of your screen (or from the folder where you saved the file), click on the file **Chrome.Setup.exe**.



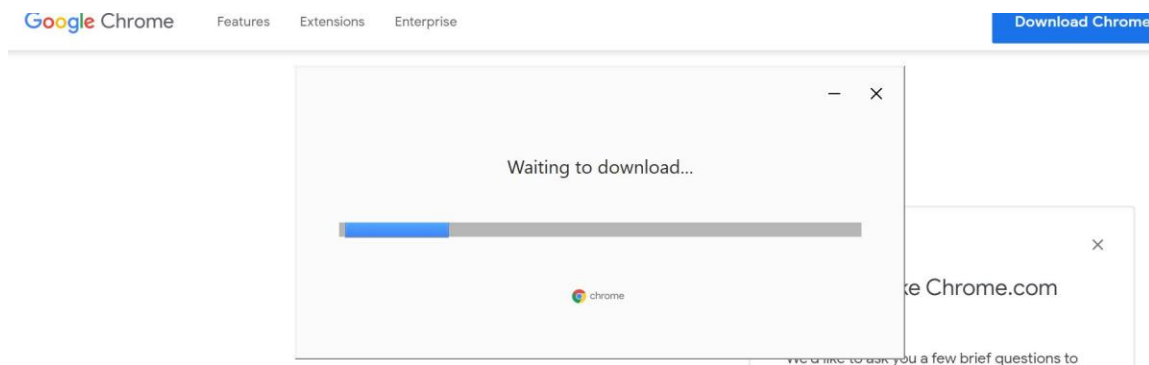
## Downloading Alternate Browser

How to download and use Chrome instead of Internet Explorer.

- 3 Your computer will prompt you to allow the program to run. Choose “**Allow**”, “**Yes**”, “**Accept**”, or “**Run**”.

You may see a box that says “Google Chrome can be installed without administrator privileges. Continue?” If this happens, select “**Yes**”.

- 4 You will see a pop-up box downloading the browser. When the download is complete, a new Google Chrome window will open.



## Changing the Default Browser

How to change your settings so that Internet Explorer is not your default browser

### Set Default Browser on Windows 10

1. Click the **Start** button
2. Click the **Settings** button
  - a. Click the **Home** button if you are not on the home screen
3. On the Windows Settings Screen click **Apps**
4. Click **Default apps** in the left pane
5. Scroll down in the Default apps list (right pane) to Web browser
6. Click on the default web browser (probably Internet Explorer) and choose a new app/browser. You'll see browser has changed to your new selection.
7. Close the settings menu.

### Set Default Browser on Windows 7

1. Click the **Start** Button
2. Click **Default Programs**
3. Click **Set your default programs**
4. Choose the browser you want to set as default from the Programs list in the left pane
5. Click **Set this program as default**
6. Click **OK** to close the Set Default Programs Windows
7. Close the Control Panel window

**After changing the default browser, return to MyChart and click “Begin Video Visit”. The Video Visit will begin automatically in the correct browser.**