MyChart Video Visits
Patient Instructions

Welcome to MyChart Video Visits

MyChart Video Visits allow you to interact face-to-face with your Trinity Health providers from home or work. You can access a MyChart Video Visit on a PC using the Trinity Health MyChart website (mychart.trinity-health.org) or mobile device using the TH MyChart mobile app (iOS/Android). For questions about MyChart or help logging in, please call 208-367-6441.

MyChart Video Visit Requirements

Please note the following requirements to successfully connect to a MyChart Video Visit:

1. **You must have an active MyChart account** with Trinity Health.
   - Visit https://mychart.trinity-health.org or call your clinic to learn how to sign up today!
2. **You must complete eCheck-In** within MyChart prior to your scheduled appointment.
3. **Use Google Chrome, Microsoft Edge, or Safari** if connecting to the visit from a PC.
4. **Use the TH MyChart mobile app** if connecting to the visit from a mobile device (iOS, Android).

> **Need to download the mobile app?**
> 1. Go to your phone's app store
> 2. Type **"Trinity Health MyChart"** into the search
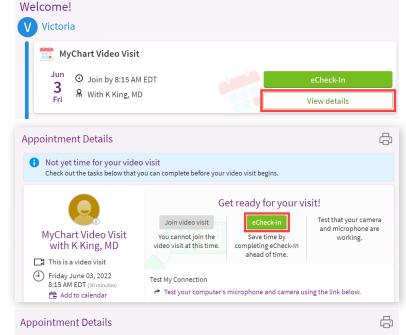> 3. Download
> 4. Log in
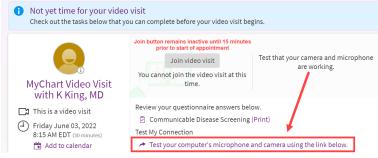
Prepare for your MyChart Video Visit

To help ensure a successful and on-time video visit, please complete the following tasks prior to attempting to begin your video visit.

1. **Access the <u>Appointment Details</u>** screen. Click the **View Details** button located in the visit reminder on your homepage, available immediately upon scheduling the appointment.

Welcome!

V Victoria

📅 **MyChart Video Visit**

Jun **3** Fri 🕐 Join by 8:15 AM EDT   👤 With K King, MD

eCheck-In

View details

2. **Complete eCheck-in, available starting 7 days prior to your appointment.** Click the the eCheck-In button, located on the **Appointment Details** screen and within the visit reminder on the homepage.

   Note: eCheck-in must be completed. If it is not, the appointment may be canceled or rescheduled.

Appointment Details 🖨

ℹ Not yet time for your video visit
Check out the tasks below that you can complete before your video visit begins.

MyChart Video Visit with K King, MD

📹 This is a video visit
🕐 Friday June 03, 2022 8:15 AM EDT (30 minutes)
📅 Add to calendar

Get ready for your visit!

Join video visit — You cannot join the video visit at this time.

eCheck-In — Save time by completing eCheck-In ahead of time.

Test that your camera and microphone are working.

Test My Connection
↗ Test your computer's microphone and camera using the link below.

3. **Test the microphone and camera on your PC or mobile device** using the link provided on the <u>Appointment Details</u> screen.

Appointment Details 🖨

ℹ Not yet time for your video visit
Check out the tasks below that you can complete before your video visit begins.

MyChart Video Visit with K King, MD

📹 This is a video visit
🕐 Friday June 03, 2022 8:15 AM EDT (30 minutes)
📅 Add to calendar

Join button remains inactive until 15 minutes prior to start of appointment

Join video visit — You cannot join the video visit at this time.

Test that your camera and microphone are working.

Review your questionnaire answers below.
☑ Communicable Disease Screening (Print)

Test My Connection
↗ Test your computer's microphone and camera using the link below.

4. **Set your device's default web browser to Google Chrome, Microsoft Edge, or Safari.**

MyChart® is a registered trademark of Epic Systems Corporation

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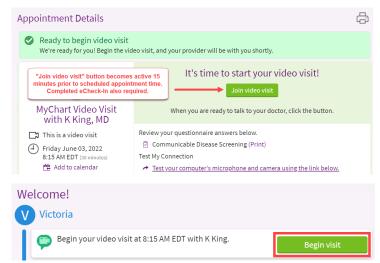A Member of Trinity Health

Begin your MyChart Video Visit

You can connect to the video session 15 minutes prior to your scheduled appointment time from the **Appointment Details** screen.

1. **Login to MyChart 15 minutes prior to your scheduled appointment time, via PC, iOS, or Android.** See the *MyChart Video Visit Requirements* section of this document for additional specifications.

2. **Find your video visit reminder on the homepage shown immediately after logging in and select <u>Begin video visit</u> to access the Appointment Details screen for the visit.** This button will display as "Begin video visit" 15 minutes before your scheduled appointment time.

3. **Click Begin video visit to launch the video session window.** The visit will open in a new window using your default web browser. If the **Begin video visit** button is inactive (grayed out and unable to be selected), please verify you have completed your eCheck-in and the appointment is scheduled to begin within the next 15 minutes.

4. **Enter your contact information in the fields provided and mark the checkbox to confirm.**

Appointment Details

✅ Ready to begin video visit
We're ready for you! Begin the video visit, and your provider will be with you shortly.

"Join video visit" button becomes active 15 minutes prior to scheduled appointment time. Completed eCheck-In also required.

It's time to start your video visit!

→ Join video visit

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

MyChart Video Visit with K King, MD

📹 This is a video visit
🕐 Friday June 03, 2022
8:15 AM EDT (30 minutes)
📅 Add to calendar

Review your questionnaire answers below.
☑ Communicable Disease Screening (Print)
Test My Connection
↗ Test your computer's microphone and camera using the link below.

Welcome!

Ⓥ Victoria

💬 Begin your video visit at 8:15 AM EDT with K King.

Begin visit

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5. **Confirm your microphone and camera devices are functioning properly.** You should be able to see yourself on video and see the microphone volume bars moving when you speak. You may need to allow your web browser to access these devices via a popup window.

6. **Remain on the "You are the next patient to see…" screen until your provider connects to the visit.** When the provider connects, this screen will automatically redirect to the video session, where you will be able to see and speak with your provider.

Troubleshooting your MyChart Video Visit

If you are experiencing poor quality and/or connection issues, try the following:

1. **Verify you launched the visit using Google Chrome, Microsoft Edge or Safari.** If not, close and relaunch the session using one of the listed browsers. If so, refresh the browser window.
2. **Verify the browser used for the video visit has access to your camera and microphone.** To allow access after denying, close and relaunch the session to be prompted again.
3. **Allow pop-ups and/or disable pop-up blockers that may be preventing the video visit from launching.** Steps for doing so vary by device, but generally the settings can be found in the Control Panel or Internet Browser settings.
4. **Close other applications that may be open on the device,** particularly those that may already be utilizing the microphone and/or video hardware on the device (such as Zoom, IM applications, Camera, etc.)

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