

[MyChart Video Visits Guide to Getting Started for Patients](#)

Welcome to MyChart Video Visits

Video visits allow patients and providers to interact through live video and audio. This feature helps providers connect with patients at home and on the go. To ensure a successful video visit and to maintain confidentiality, we recommend that you conduct your visit in a quiet setting. Prior to the start of your video visit, there are required items that must be completed. You can review these items in your MyChart account up to three days before your scheduled visit. Please have these items completed no later than one hour before your appointment time.

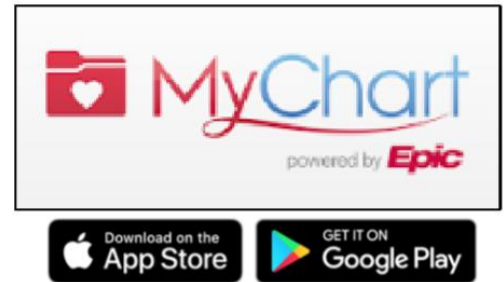
[MyChart Setup](#)

MyChart has a web version [here](#) or by typing in the URL <https://mychart.whhs.com/MyChart/>

If you have MyChart already downloaded, please make sure that you have the latest App Version on your device.

Checking App Version on iOS

1. Open the Settings app on your iPhone, iPad, or iPod Touch.
2. Select General > iPhone Storage.
3. Wait a moment, and the screen will populate with storage stats for each of your installed apps.
4. Select MyChart from the list of apps.
5. Next to the MyChart app icon you'll see the version number below the app name.

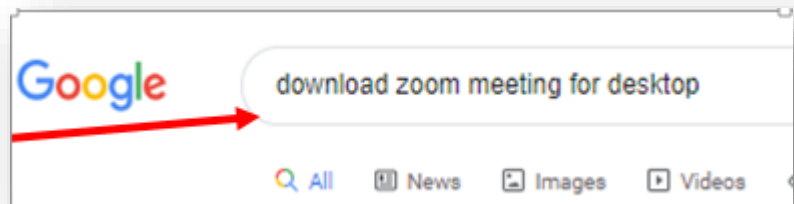


[MyChart Mobile](#)

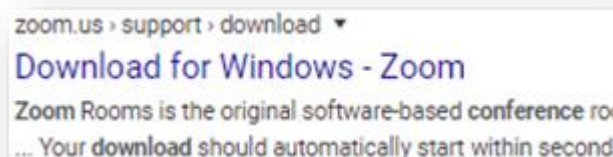
MyChart is an application that is available to both Android and iOS devices. Go to the Google Play Store or the App Store to download the app.

[Prepare for the Video Visit](#)

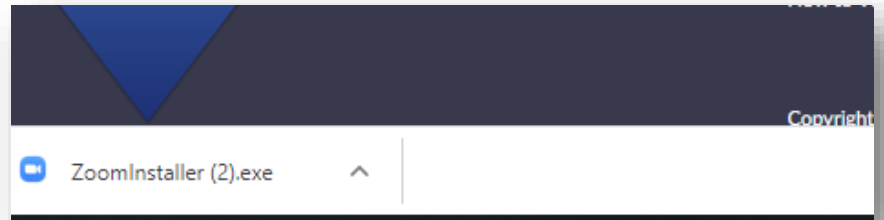
Download Zoom to your desktop by typing "download zoom meeting for desktop"



Click "Download for Windows-Zoom"



“Zoominstaller” will start downloading at the bottom of the page.



Desktop Setup

Verify Webcam and Audio Device

- Ensure that you have an active internet connection, working webcam, a microphone, and speakers to hear the video. The webcam can be part of a laptop or a separate USB webcam. On your web browser, **remove all pop-up blockers**.
- You are not required to create a Zoom account or login to complete a video visit.

Test your video, audio, and network connections on your computer by joining a test meeting:

<https://zoom.us/test>

Mobile Setup

For ease of use, we recommend that you use your mobile device to conduct the video visit.

Download ZOOM Cloud Meetings

- If you will be using your mobile device for video visits, you will also need to download the **Zoom Cloud Meetings** app in addition to the MyChart app.
- You are not required to create a Zoom account or login to complete a video visit.



Test your video, audio, and network connections from your mobile device by joining a test meeting:

<https://zoom.us/test>

Video Visit

View, Cancel, or Reschedule a Video Visit

Once your video visit has been scheduled, you will receive a MyChart notification. In MyChart, you can view the scheduled appointment under Visits > Upcoming Visits. Patients can cancel an appointment 1 or more days in advance of the scheduled appointment time using the MyChart website or mobile app. Otherwise, please contact the clinic to cancel or reschedule your appointment.

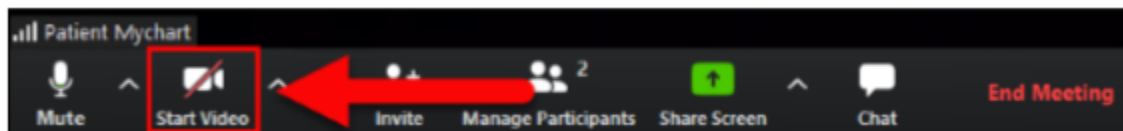
Begin Video Visit

From a Computer

On the MyChart website, a notification will appear to view instructions for your upcoming appointment. You are able to begin your video visit up to 30 minutes before your scheduled appointment time. Select the **Begin Video Visit** button to launch the Zoom application.



Click **Open Zoom Meetings** to initiate the video visit. You will be directed to Zoom's virtual waiting room until the provider connects to the visit. Once connected, you will see a message saying, **"Please wait for the host to start this meeting."** The video visit will begin when the provider connects to the meeting and is visible on the screen. Remember to click **Start Video** in the bottom right corner of the window to become visible during the visit.



From a Mobile Device

In the MyChart mobile app, you are able to begin your video visit up to 30 minutes before your scheduled appointment time. Select the **Begin Video Visit** to launch the session. You will be directed to the virtual waiting room until the provider connects to the visit. Once connected, you will see a message saying, "Please wait for the host to start this meeting." **Do not attempt to sign in. You are not required to create a Zoom account or login to complete the video visit.** The video visit will begin when the provider connects to the meeting and is visible on the screen. Remember to click **Start Video** in the bottom right corner of the window to become visible during the visit.

If you accidentally leave the meeting or get disconnected, you can rejoin as long as your provider keeps the meeting open. If you are unable to rejoin, please call your provider's office.

Complete a Video Visit

When the video visit is complete, the provider will end the meeting and both users will be disconnected.