## Patient Video Visit Guide: Apple and Android Mobile Devices

- 1. Open the MyChart app from your tablet or smartphone device and log in to your account.
- 2. Tap Visits and select your upcoming video visit ( **III**) appointment.



- 3. Tap eCheck-In and follow the steps on the screen to update your clinical information and complete any questionnaires to complete eCheck-in.
  - a. You can eCheck-in no more than 7 days prior to your video visit appointment.
- 4. Tap **Hardware Test** (<sup>22</sup>) to test your camera and audio before the visit.
  - a. If prompted, 'allow' MyChart to access your microphone and camera.
    - Important for Android Phones: if you have difficulty accepting the "Allow" button for telehealth.epic.com to use your camera and microphone, you can go back to your phone's home screen and open up "Site settings" to manually give permission for <u>https://telehealth.epic.com</u> website to have access to your phone's camera and microphone.
    - You can click this link: [https://support.google.com/chrome/answe r/114662?co= GENIE.Platform%3DAndroid&hl=en] for additional Androidtechnical support resources.

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Starts at 9:30 AM 15 minutes	X Cancel Appt	Add to Calendar
Wait List Available Get notified if an earlier appo becomes available.	intment	Get On Wait List
Family Medicine, Physi	cian, MD	
GET READY		
Questionnaires Save time at the doctor's offi questionnaires.	ice by filling out	Answer
Hardware Test		Definition of the second secon
<b>Review Instructions</b>		
If you would like a family meny your video visit with you, pleas Note: this link can only be sha https://telehealth.epic.com/Ho OrganizationId=111000- TST&ut=2&tt=HMSET6JFTDS	ber or trusted frie se share this link ared with 1 other p me? SYLWWACMYSK	end to join with them. person: YPJQI

5. If testing is successful, you can exit the test screen and return to your MyChart app.

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Epic			
Hardware Test: Success			
You're ready for your video call			
Hardware Check All set!			
Camera	Front	Camera	
J. Microphone	9		
Test again			

6. You can invite one other person to your Telehealth visit. Copy and share the link given in the **Visit Instructions** with the person of your choice. They should paste the link in Google Chrome, as it's the most compatible browser, and find an isolated location with your privacy in mind.



- You may start your video visit no earlier than 30 minutes prior to your appointment start time by tapping on the
- 8. You will be added to the virtual waiting room. Please wait for your provider to join.



9. When your provider joins, you will be connected for the video visit.



10. When your video visit is complete, tap

to end the video call and then close your browser tab.