Patient Instructions on how to Schedule and Connect to a Video Visit Using Computer

1. Log in to MyChart from your computer. Click the button to Schedule an appointment or Click Visits tab and select Appointments and Visits. ***you must have a microphone and camera to participate in a video visit.

2. Select the Video Visit button
3. **Click the provider**

![Schedule an Appointment](image)

**Who do you want to see?**
- James Stanford, MD  
  Primary Care Provider  
  Internal Medicine
- David Beaird, MD  
  Internal Medicine
- Jane Ragland, MD  
  Internal Med/Pediatrics
- Laura Whitfield, FNP-C  
  Internal Medicine
- Marcia Green, FNP-C  
  Internal Medicine

[CONTINUE]

1 provider selected

4. **Click the date and time you would like to have the video visit.**

![Schedule an Appointment](image)

**What time works for you?**

- **Tuesday March 17, 2020**
  - 9:40 AM
  - 10:00 AM
  - 10:20 AM
  - 10:40 AM
  - 2:00 PM
- **Wednesday March 18, 2020**
  - 8:40 AM
  - 9:00 AM
  - 9:40 AM
  - 10:00 AM
  - 10:20 AM
  - 2:00 PM
  - 2:20 PM
  - 3:00 PM
  - 3:40 PM
5. Click the button “this information is correct” or click edit to update the information.
6. Enter the reason for the appointment request and then click the Schedule button.
7. Confirm the appointment. Complete the echeck-in and make the prepayment.

8. When it is time for the video visit, log in to MyChart and select Appointments and Visits under the Video tab.
9. If you have not, you must complete the eCheck-in and payment process before the video visit.

10. Before the scheduled video visit, click the Begin Video button. *** you must have a microphone and camera to participate in the video visit.
11. Once you click the Begin Video Visit, it will open to a Zoom page to load the Video Visit.

12. You will wait on the screen for the provider to join the Video Visit.

13. You will have to click Start Visit once the provider joins the Video Visit.
Patient Instructions on how to Schedule and Connect via Mobile Device for a Video Visit

1. Log in to MyChart on the mobile device
2. Click the Appointment activity
3. Click Schedule an Appointment at the bottom of the screen.
4. Select either “Schedule with a provider you’ve seen before” or “Tell us why you’re coming in”
5. Choose Video Visit

- Primary Care Follow-Up/Recheck
- Primary Care Annual Physical
  A complete physical exam.
- Screening Mammogram
- Orthopedics Follow-Up
- Eye Follow-Up
- Video Visit
6. **Select a Date and Time**

![Appointment Schedule Image]

- **Wednesday March 18, 2020**
  - Laura Whitfield, FNP-C
  - 1:45 PM, 2:00 PM

- **Thursday March 19, 2020**
  - Lee Ridenour, MD
  - 10:00 AM, 1:15 PM
  - Marcia Green, FNP-C
  - 8:45 AM, 9:30 AM, 10:00 AM
  - 10:15 AM, 10:30 AM, 11:15 AM
7. Verify that your information is correct or edit as needed
8. Enter the Reason for the Visit then click Schedule
9. The appointment is scheduled and you can now complete the eCheck-In and pre-payment process.
How to join a Video Visit using iOS and Android mobile device

*** scroll to the bottom for more Android instructions

1. Download the Zoom app from the App Store

2. Log in to MyChart and complete the eCheck-in process before the Video Visit if you have not already.
3. Before the scheduled video visit, click the Appointments activity

4. Click the green video icon to
5. **Click Begin Visit**

![Begin Visit button](image)
6. Click Open when asked to open page in Zoom

7. You will wait on the screen for the provider to join the video visit.
How to join a Video Visit using Android mobile device

*** Same workflow as above but includes further instructions

1. While waiting for the provider to start the meeting, enter your first name

   ![Screen shot of Zoom app displaying 'Waiting for the host to start this meeting']

   Meeting ID: 117-489-787
   Date: Tue, March 17
   Time: 11:27 AM

   If you are the host, log in to start this meeting

   Please enter your name

   Your Name

   Cancel  OK

2. Click Allow for Zoom audio and video to participate in the Video Visit. *** Zoom is not recording but accessing your audio and video for the visit.

   ![Screen shot of Allow for Zoom audio and video options]

   Allow

   Deny
3. You will hit Start Video to participate in the Video Visit