



Epic MyChart Video Visits

How to Join via the Web or Epic MyChart App

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How to Join My Video Visit via Epic MyChart (website)

Patients and their proxies can access video visits with providers by utilizing Epic MyChart. Video visits are schedule by the provider office and can be accessed by using the MyChart App or Web Portal.

1 Log into MyChart, and review the To Do list:

If you are a proxy for a patient, log in as yourself and then select the patient's name (at the top) that has the video visit. Click on the **Video Visit** under the **To Do** list.

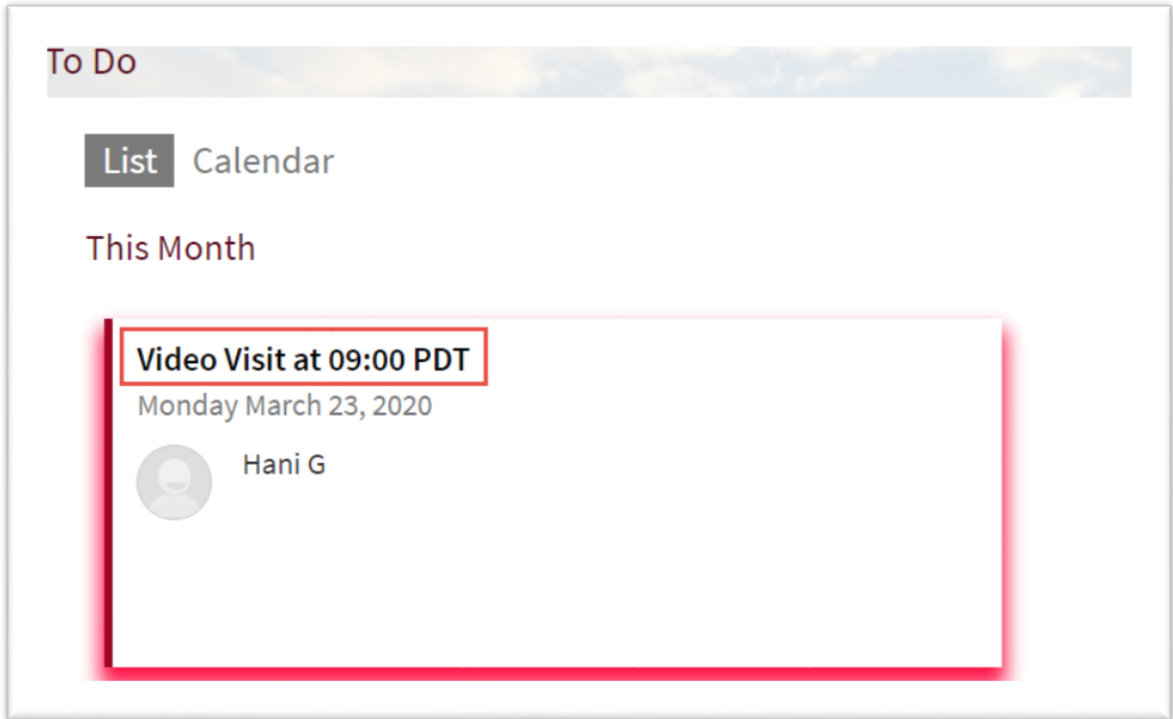


Website instructions continued on next page

2 Review the appointment date and time

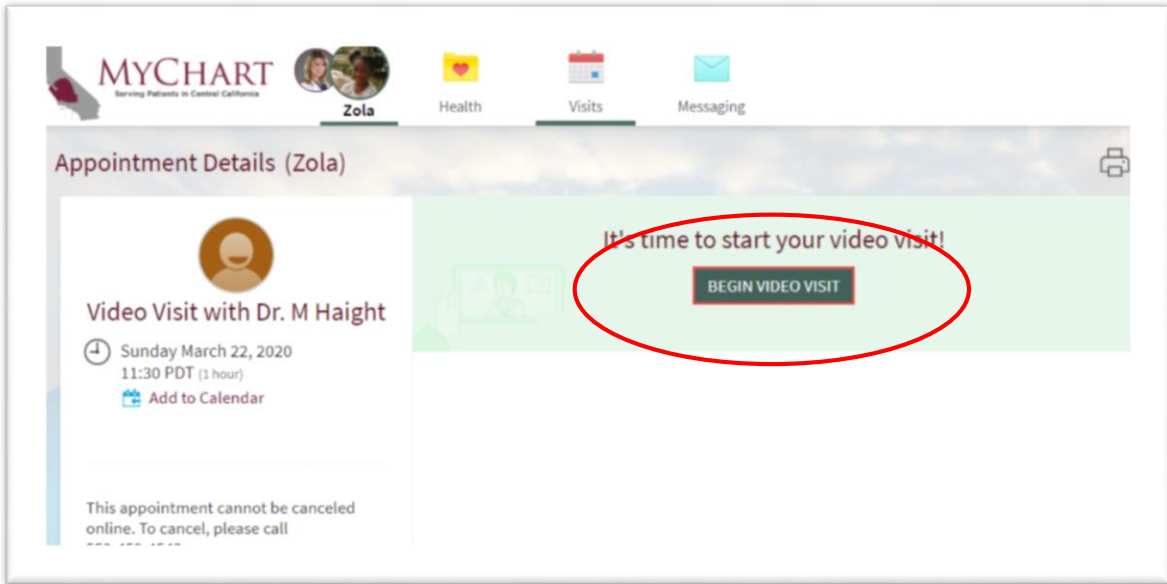
Click on the video visit appointment if you are ready to start the visit.

Video visits can only be started 30 minutes before the scheduled time. Providers will join at the scheduled time.



Website instructions continued on next page

3 Select **Begin Video Visit** to initiate the visit:

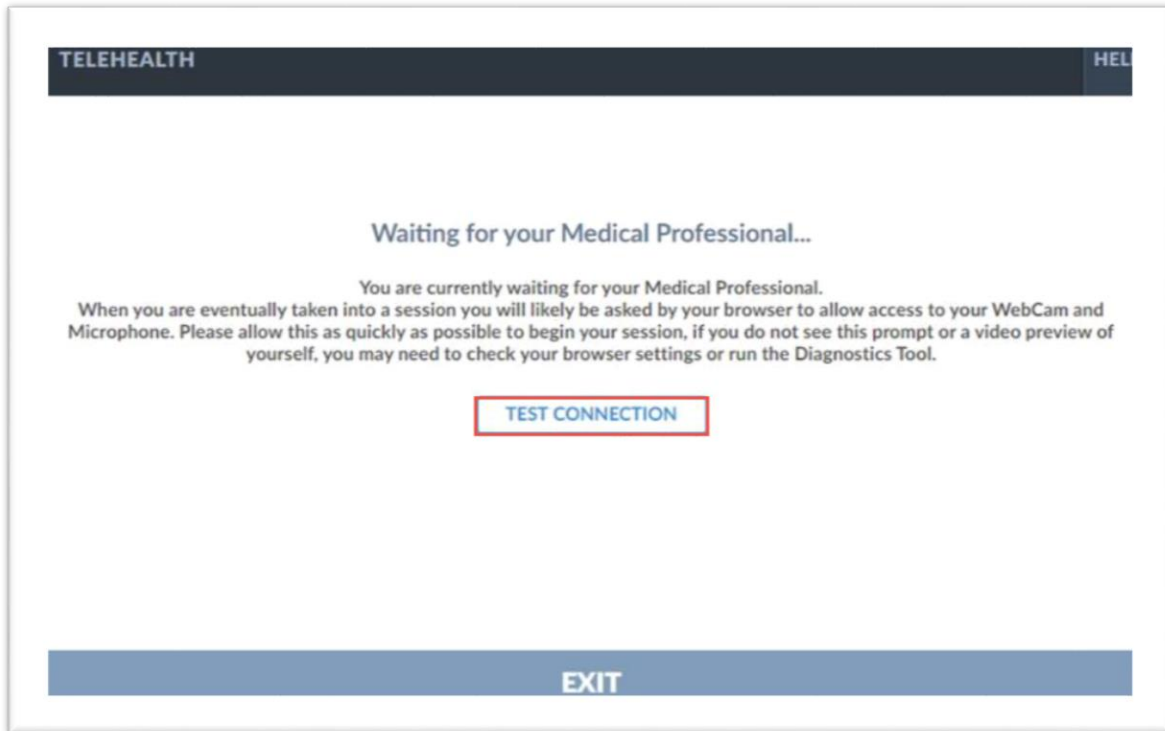


4 Select **Check In**, so the provider knows you're ready.



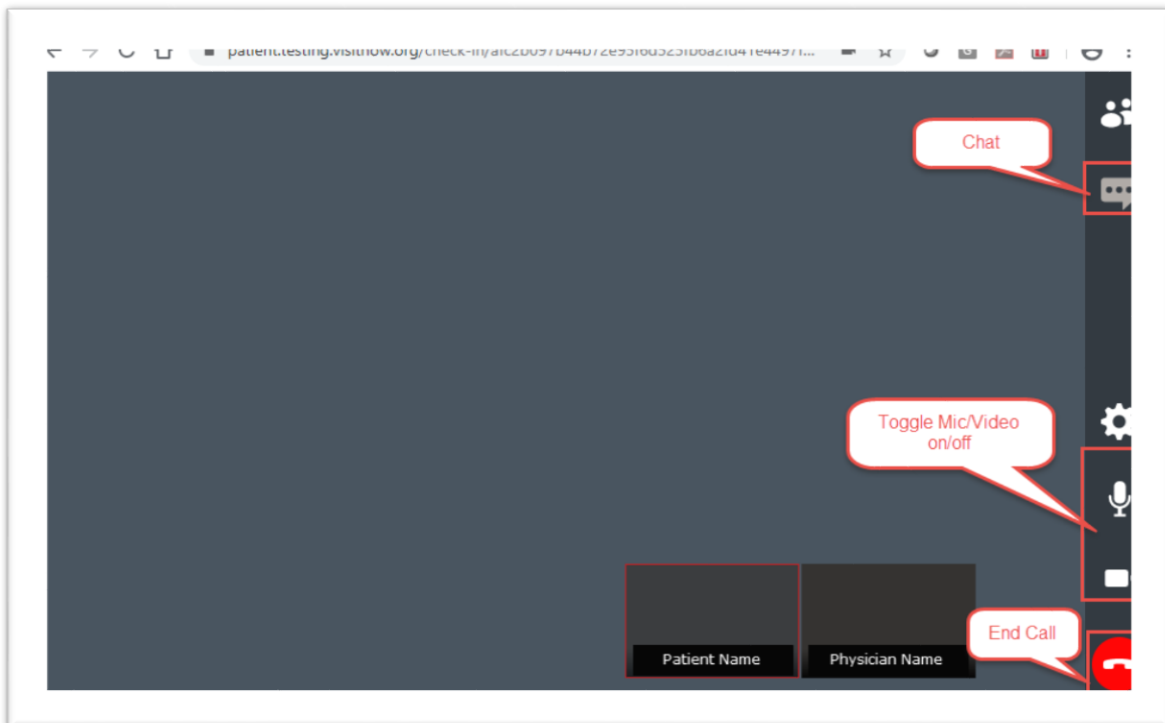
Website instructions continued on next page

- 5** The video visit will open. Test Connection of your microphone and headphones before the provider joins.



- 6** Video visits with the provider will begin *after the provider arrives*.

Select **End Call** to end the visit when it is over.

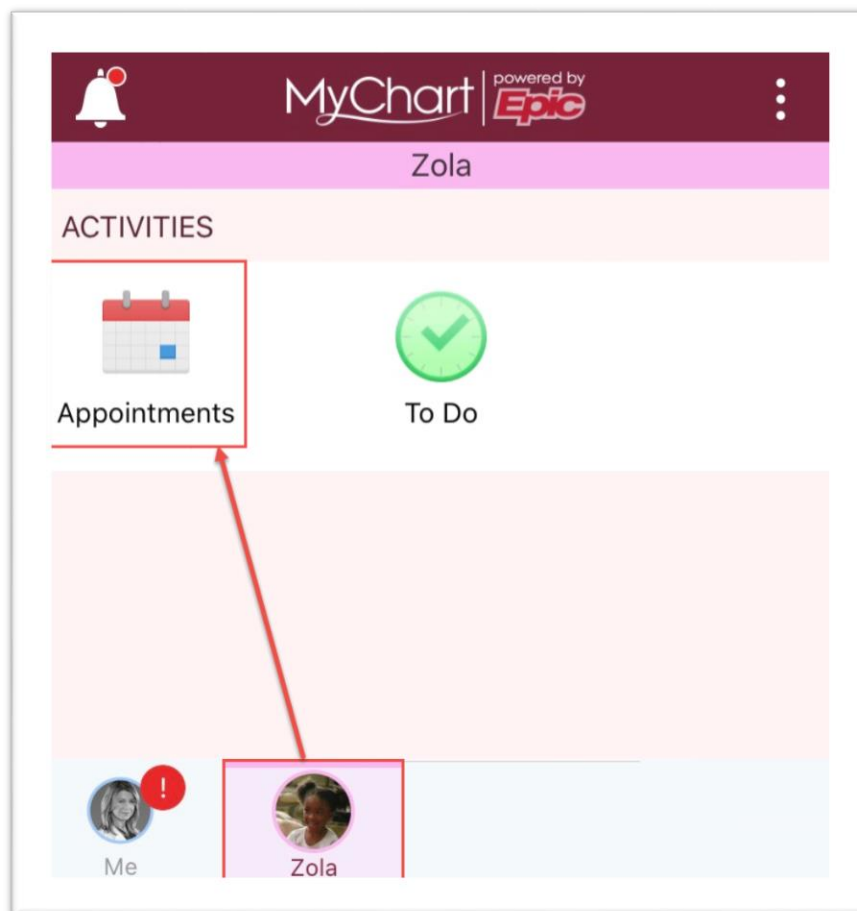


How to Join My Video Visit via Epic MyChart (Mobile App)

Patients and their proxies can access video visits with providers by utilizing Epic MyChart. Video visits are schedule by the provider office and can be accessed by using the MyChart App or Web Portal.

1 Log into MyChart, and review Appointments:

If you are a proxy for a patient, select the patients name (at the bottom) that has the video visit and click on Appointments.

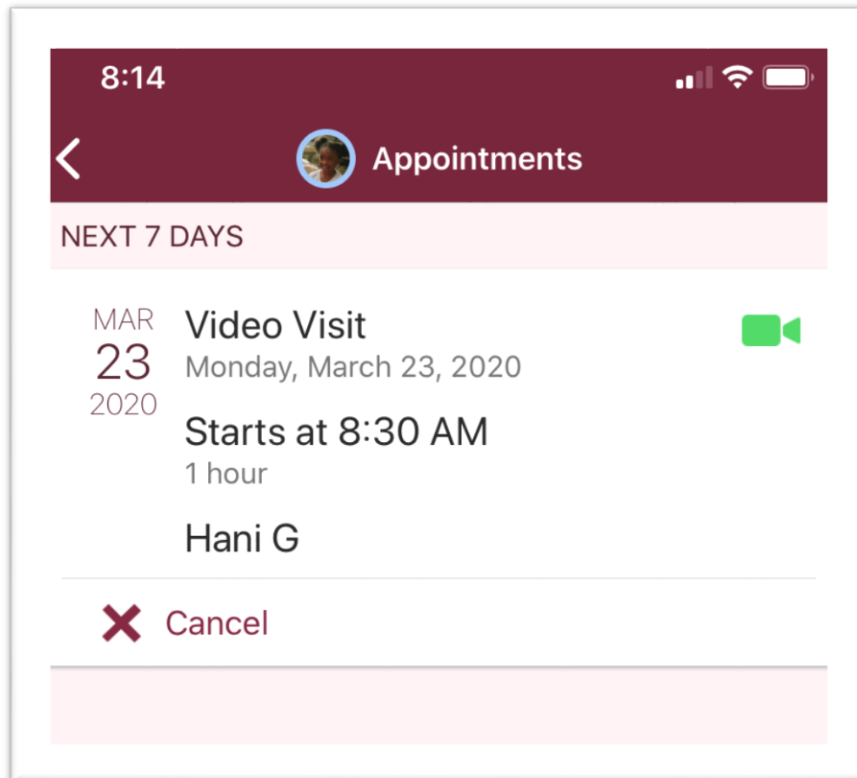


Mobile app instructions continued on next page

2 Review the appointment date and time

Click on the video visit appointment if you are ready to start the visit.

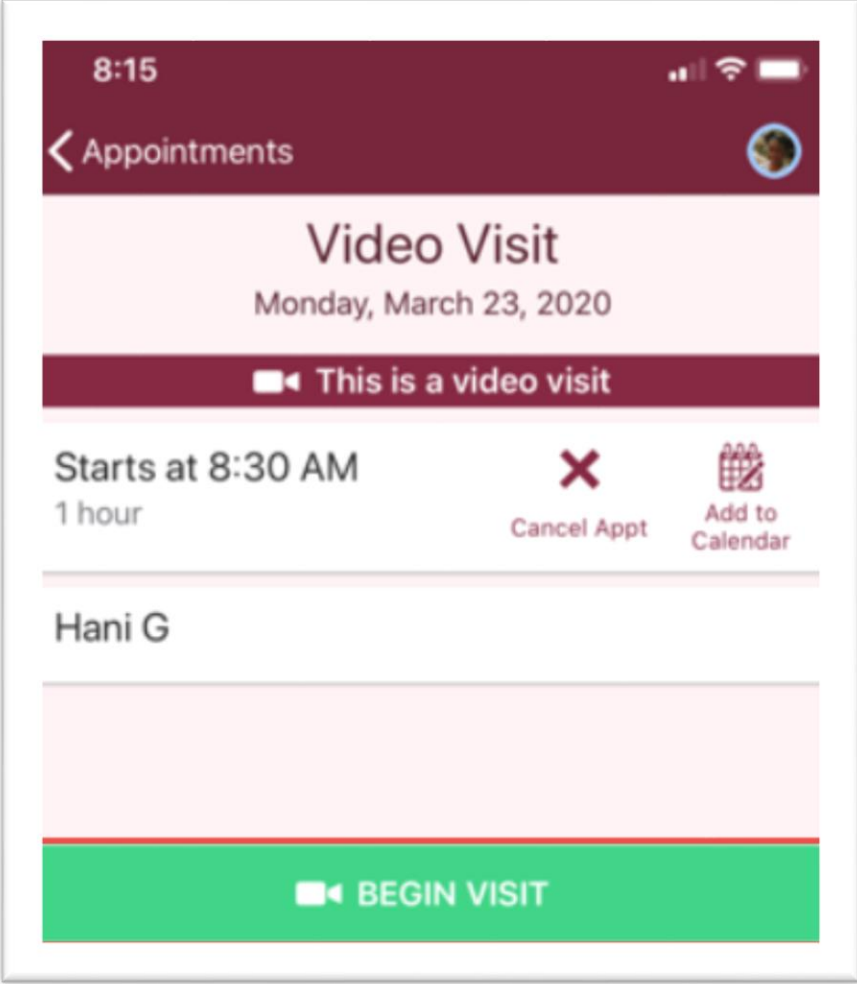
Video visits can only be started 30 minutes before the scheduled time. Providers will join at the scheduled time.



Mobile app instructions continued on next page

3

Select *Begin Visit* to initiate the visit:



Mobile app instructions continued on next page

4

Select *Check In*, so the provider knows your ready.



5

The video visit will begin once the MD arrives.

Plug in a mic and headphones if you will be using them.

Select *End Call* to end the visit once the visit is completed.