

# 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

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## MyChart Mobile

In addition to a web version, 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

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Complete the following steps to ensure a successful video visit with your provider:

### 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 by joining a test meeting:** <https://zoom.us/test>

- If you are prompted, **save** and **run** the download for Zoom and any future updates in order to proceed.

### 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.

ZOOM Cloud Meetings



**Test your video, audio, and network connections by joining a test meeting:** <https://zoom.us/test>

- If you are prompted, **save** and **run** the download for Zoom and any future updates in order to proceed.

# 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 4 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.

## eCheck-In

eCheck-In is like when you arrive at the clinic and confirm your information with the staff before seeing the provider. You may review and update your information up to three days before the scheduled appointment time.

During the eCheck-in process, you will verify your personal information, review your health issues, medications, allergies, insurance information, and sign the required documents. **Please be advised the video visit cannot begin until all documentation has been signed.**

Once you have successfully completed the eCheck-in, you are able to begin your video visit up to 30 minutes before your scheduled appointment time.

## Begin Video Visit

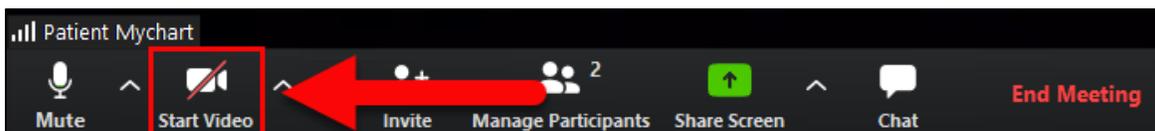
### From a Computer

From the MyChart website, a notification appears to view instructions for your upcoming appointment. Select the message to complete the **eCheck-In**.

Once you have successfully completed the eCheck-in, 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." **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.



## From a Mobile Device

In the MyChart mobile app, a notification appears to view instructions for your upcoming appointment. Select the message to complete the **eCheck-In**.

Once you have successfully completed the eCheck-in, 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.

## Start a Proxy Video Visit

Parents and legal guardians can request proxy access to manage a MyChart account for patients under the age of 18. On the patient's behalf, the proxy adult can access information about the patient's medications, request a prescription refill, send messages, schedule an appointment, perform eCheck-In, launch video visits, and more. *For more information about becoming a proxy, please contact your clinic.*

The proxy should begin by logging on to their personal MyChart account. If the proxy is not a UT Health patient, they should log in with the credentials given when registering to be the adult proxy. After entering the username and password, a proxy disclaimer will populate. After reading the disclaimer, click **Accept** to continue.

Once logged in, the proxy's personal account will be the default. Switch to the patient's account by selecting their name. On the patient's behalf, the proxy may complete the eCheck-in verifying personal information, review health issues, medications, allergies, insurance information, and sign the required documents. After completing the eCheck-in process, Begin Visit is available for 30 minutes before and after the scheduled appointment time.

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.

## Complete a Video Visit

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

## Frequently Asked Questions

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### Is Zoom secure?

*UT Health Physicians is utilizing Zoom for Healthcare which is encrypted through our electronic medical record, and is HIPAA compliant to ensure your video visit is private and secure.*

### What is a proxy and how do I become one?

*Parents and legal guardians can request proxy access to manage a MyChart account for patients under the age of 18. On the patient's behalf, the proxy adult can access information about the patient's medications, request a prescription refill, send messages, schedule an appointment, perform eCheck-In, launch video visits, and more.*

*For more information about becoming a proxy, please contact your clinic.*

### What is eCheck-in?

*eCheck-In is like when you arrive at the clinic and confirm your information with the staff before seeing the provider. You may review and update your information up to three days before the scheduled appointment time.*

*During the eCheck-in process, you will verify your personal information, review your health issues, medications, allergies, insurance information, pay the visit Co-Pay, and sign the required documents.*

### What is the difference between eCheck-in and Begin Visit?

***eCheck-In** is part of the patient arrival process. The patient is asked to confirm their information and provide updates or changes since their last appointment. A patient/proxy can begin the eCheck-in process up to 3 days before the scheduled appointment date.*

***Begin Visit** initiates a video visit session with the clinic, where the patient and clinic staff are connected virtually. Patient/proxy may begin visit up to 30 minutes before and after the scheduled appointment time.*

### How long before or after the scheduled time can a patient connect (Begin Visit)?

*You may connect approximately 30 minutes before and after the scheduled appointment time.*

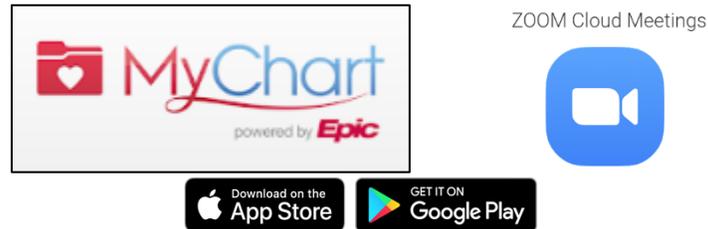
### Can I reschedule or cancel a video visit?

*Patients/proxy can cancel an appointment 4 or more days in advance of the scheduled appointment time using the MyChart website or mobile app. Otherwise, contact the clinic to cancel or reschedule your appointment.*

### Why can't I connect to the video visit from my web browser?

If you are using your desktop, confirm that your web browser has the most updated version of **Adobe Flash Player**. **What apps do I have to download on my mobile device for video visits?**

You will need MyChart and Zoom Meetings to be able to complete a video visit. Both apps can be found in the Apple App Store or Google Play Store.



### Who should I contact if I cannot connect to the video visit?

First, contact your clinic to notify them that you are unable to connect to the video visit at (210) 450-9000. For technical assistance, contact the UT Health Help Desk at (210) 450-4111.