

MyChart Video Visit Instructions

Video visits allow you to interact with your health care provider through live video and audio on your own device. You will be able to talk to your provider, similar to an office visit, by using your smartphone, tablet or computer to connect through MyChart.

Prepare for Your Video Visit

You will need the following:

- An active MyChart account
- A smartphone, tablet or computer
- Headset or earphones, if available. It makes it easier to hear your provider and may improve the audio quality.

Connect With a Smartphone or Tablet

For the best experience, use the **MyChart mobile app** on your smartphone or tablet to connect to your video visit. You can download the free MyChart mobile app from the App Store or Google Play.



You will also need to download the **ZOOM Cloud Meetings app** to the same device. If you need assistance, call askMDAnderson at 1-877-632-6789.



Please note: you must use the **MyChart mobile app** to join a video visit on your smartphone or tablet. You cannot go to the MyChart.mdanderson.org website from your smartphone or tablet and start your video visit.

Connect With a Computer

You can use a computer to access your MyChart account at MyChart.mdanderson.org. You may have more technical problems using a desktop computer or laptop instead of the MyChart app on a smartphone or tablet.

In order to join a video visit from your computer, you will need to download **Zoom Client for Meetings**. Also, check your webcam, audio output and microphone under your computer's settings before the video visit. All of these features should be working if you recently used them for other video chats or meetings.

Protecting Your Privacy

To ensure your privacy, video visits are encrypted and not recorded. Using Zoom from inside MyChart is different than using it for a regular meeting. There is an added layer of security since you are launching Zoom from within MyChart's secure patient portal. Each video visit uses a unique meeting number. This greatly reduces the ability for someone else to access your visit.

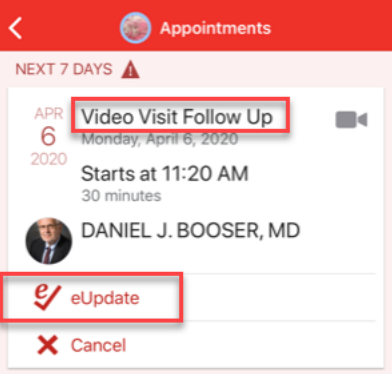
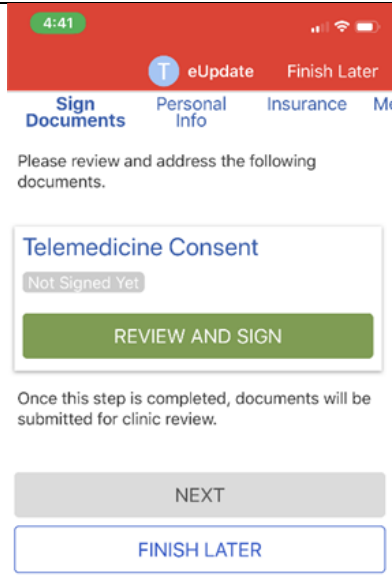
Before Your Video Visit

Follow the steps below to connect to your video visit. You can complete the eUpdate process up to 7 days before your visit.

It is helpful to make sure your video, audio and internet connection are working correctly **at least one hour** before your video visit. Try using your headset or earphones too. Remember to keep your mobile device plugged in or fully charged and seek a strong internet signal or Wi-Fi connection.

Connect to Your Video Visit

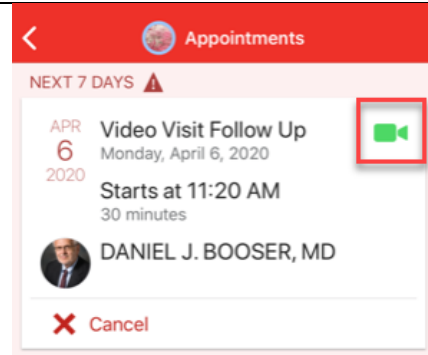
Plan to log in **30 minutes before** your scheduled appointment time to start your video visit.

<p>Step 1</p> <p>Log into your MyChart account.</p> <p>Click Appointments in the app or access the Visits tab if using a computer.</p> <p>Locate Video Visit Follow Up. Select eUpdate.</p>	
<p>Step 2</p> <p>Click Review and Sign to complete the Telemedicine Consent.</p> <p>Click Next to review all sections. You will be asked to review and confirm your insurance, medications and patient rights.</p> <p>Be sure to enter a phone number where you can be reached during your video visit. Your provider will use this number to call you if the visit is disconnected.</p> <p>If you complete the eUpdate process several days before your visit, you can log out of MyChart at this point.</p>	

Step 3

On the day of your appointment, log in to MyChart 30 minutes before your video visit begins. Click **Appointments** in the app or select the **Details** button if using a computer.

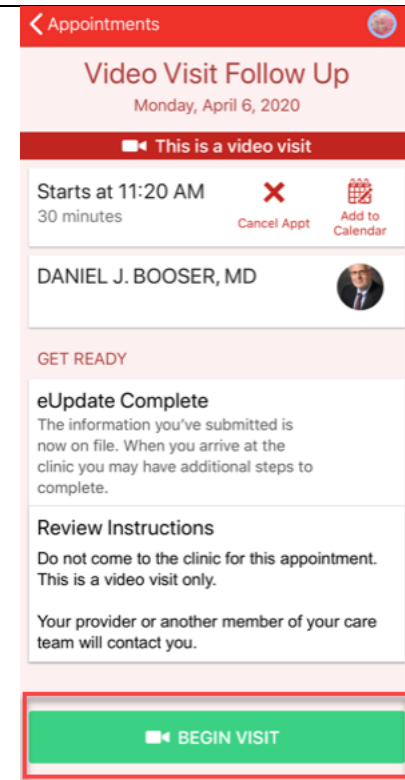
Click the **green camera icon** to access your visit. Note: the green camera icon will **not** display until 30 minutes before your scheduled appointment time.



Step 4

Select **Begin Visit** to connect to your video visit.

Click **Open** when asked to open this page using the Zoom application.



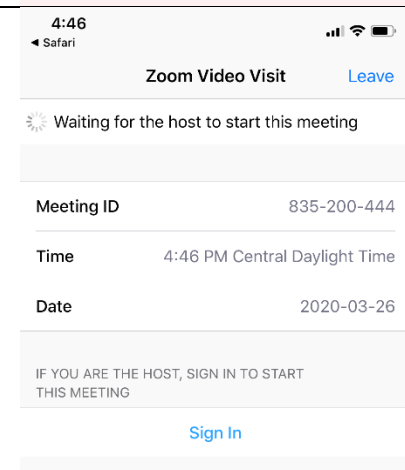
Step 5

Now that you are connected, you are in a virtual waiting room. Your provider will join you soon.

When the provider connects to the visit, Zoom will ask permission to access your camera. Click **OK**.

Click **Join with Video**. You can decline the request to receive Zoom notifications. This is not required for video visits.

Click **OK** when Zoom asks permission to access your microphone.



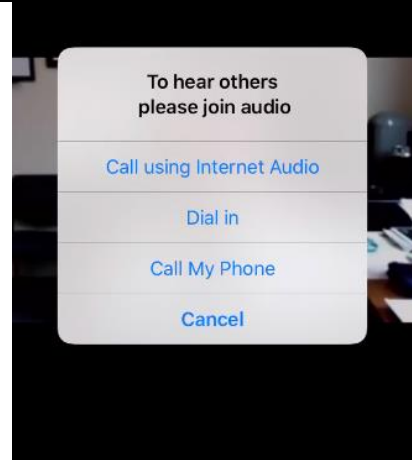
Step 6

You can then select your audio preference.

Select **Call using Internet Audio** to use Wi-Fi or data on your phone.

You may also choose to dial in separately or have the app call your phone.

The video visit will now begin.

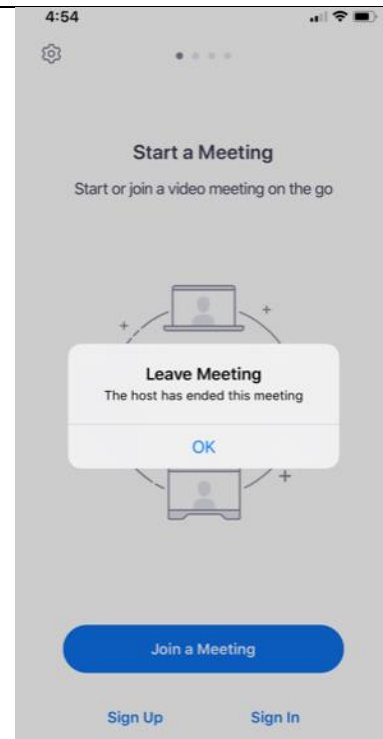


Step 7

At the end of your video visit, your provider will log off and the appointment is complete.

Click **OK** to leave the meeting.

You will receive an After Visit Summary in your MyChart account.



If Video Connection is Lost

- If the connection is lost but you can still **see your video**, the provider may be able to rejoin soon. Keep the video connection active and **do not** close the video window.
- If you lose your connection, **restart the video visit** following the steps above. You may be placed in the virtual waiting room until the provider is able to restart the video visit as well.
- If the video visit cannot be restarted, your provider will call you to complete the visit or provide further instructions. Be sure to be **near the phone** that you listed in the eUpdate.