How to prepare for your MyChart video visit
Instructions for desktop and laptop computers

We have expanded our ability to provide essential patient care and are able to complete most outpatient visits as video visits. We use MyChart, a secure and HIPAA compliant software, that will allow you to have a video appointment where you and the provider can see and hear each other. These instructions will walk you through the steps to make sure your video visit is successful.

Video visits on a computer
You can use a desktop or laptop computer with a camera, microphone and speaker. You must log into MyChart using **Google Chrome, Safari or Microsoft Edge** when doing a video visit.

Video visits can also be done from a smartphone or tablet. To install the MyChart app on an Apple or Android device, search your App Store for "MyChart," and choose Access Community Health Center. Please see the video visit instructions on the MyChart app, as they are different than these instructions.

A few days before your appointment
You will receive an appointment reminder a few days before your visit. This is a good time to log into MyChart and do the following:

Complete pre-registration – This will ensure your personal information is up to date and will save time on the day of your visit. This can be done up to 8 days ahead of time.

Test your computer equipment – If this is your first video visit, or if you are using a computer you haven't used before, we encourage you to complete a short computer test before the day of your visit. This allows plenty of time to work out any computer questions in advance. Be sure to test on the computer you will use for your visit. Follow the steps below to Connect to your visit and Test your equipment.

On the day of your appointment
Please log into MyChart 30 minutes ahead of time to connect to your visit and do a short equipment test. This will ensure your equipment is working at the time of your visit

Connect to your visit

1. Open Google Chrome or Safari. Go to MyChart (accesshealthmychart.org) and log in.

2. Click to "begin visit

Welcome

E Edna 6

Begin your video visit at 9:10 AM CST with Physician   Begin Visit

3. Click "begin video visit"

Appointment Details   🖨

Thank you for preregistering
Your information has been submitted.

Video Visit with Provider Name

🕐 Wednesday December 08, 2021
9:10 AM CST
📅 Add to calendar

This appointment cannot be canceled online. To cancel, please call 608-263-6100.

It's time to start your video visit!

Confirm   Begin video visit

Let staff know you don't need a reminder call.   When you are ready to talk to your doctor, click the button.

Review your questionnaire answers below.
☑ Generalized Anxiety Disorder 7-Item Scale (GAD-7) (Print)
☑ Patient Health Questionnaire (PHQ-8) (Print)
☑ Questions Related to the Virtual Visit (Print)

Visit Instructions

This visit is a video appointment done through UW Health MyChart. Prior to your visit, please login to your UW Health MyChart to confirm your appointment, complete Pre-Registration, and testing your hardware.

Please do not travel to your clinic for this visit.

PLEASE NOTE: For your video appointment to be successful please use Google Chrome, Edge or Safari as your browser. Internet Explorer is not supported for use.

For your visit, please be in a quiet, well-lit area. Login into UW Health MyChart 30 mins prior to the start of your visit.

Test your Equipment.

4. A browser will launch and your computer will automatically conduct a test of the hardware that you are using.

1. Camera check

2. Microphone check

3. Speaker check

4. If you have multiple cameras, microphones, or speaker outputs connected, you can select the dropdown to change which is used.

5. The display name will automatically appear; type a different name if desired.

6. Once you have confirmed that your hardware is ready, click to Join Call
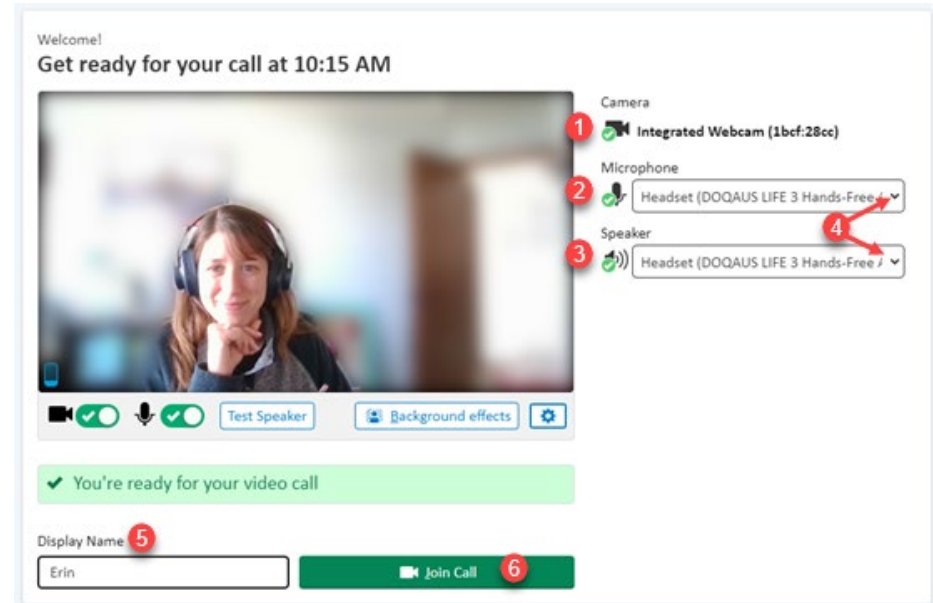
If you join the call before your provider, your browser will display a notification that you are waiting for others to connect:
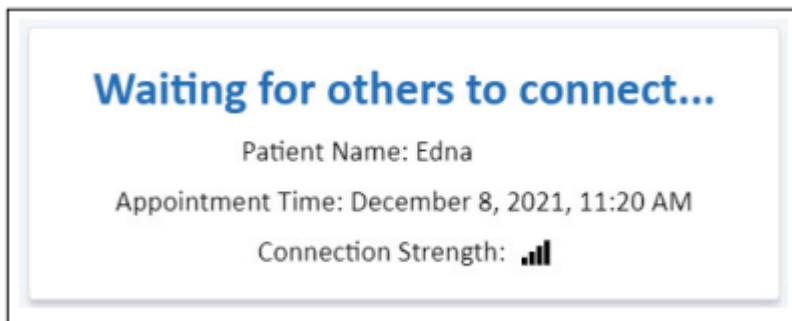
When you are in the visit, control the settings in the upper right corner of your browser:
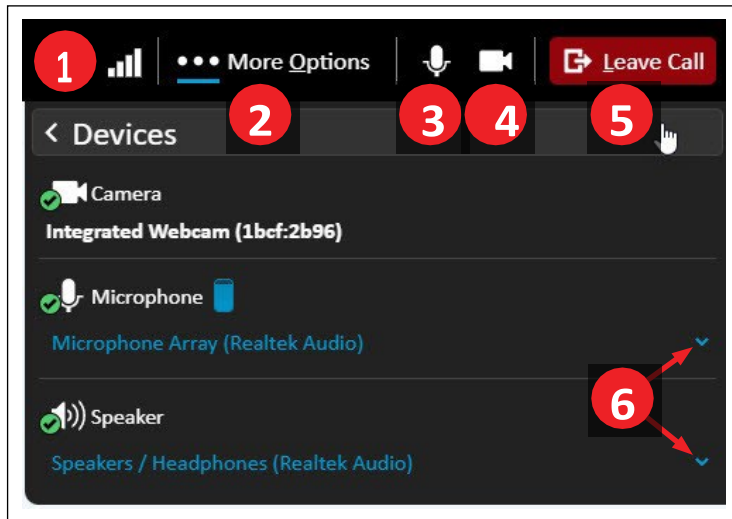
1. Signal strength

2. Click More Options to open the Hardware Check

3. Turn your microphone on/off

4. Turn your camera on/off

5. Leave Call

6. Change hardware input

Technical support: If you have trouble testing your equipment or connecting to your video, please call 1 (877) 768-0732.

Tips for all video visits

• Never do a video visit while driving

• Find a quiet, comfortable space where you won't be interrupted

• Choose a well-lit area with minimal distractions

• Position your camera at eye level for the best interaction with your provider

• Your video appointment room may be dark before your provider joins

• Turn your camera, microphone, and speakers on (volume up)

• Strong wi-fi or wired internet is recommended (using a cellular signal will cause choppy video)

• Fully charge or plug in your device