How to prepare for your MyChart video visit
Instructions for iPhone, Android and tablets

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 smartphone or tablet

Use the MyChart App to begin your video appointment. To install the MyChart app on an Apple or Android device, search your App store for "MyChart," and choose Access Community Health Center.

Video visits can also be done from a desktop or laptop computer with a camera, microphone and speaker. If you plan to use a computer, connect to the website at accesshealthmychart.org. Please see the video visit instructions on the website 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.
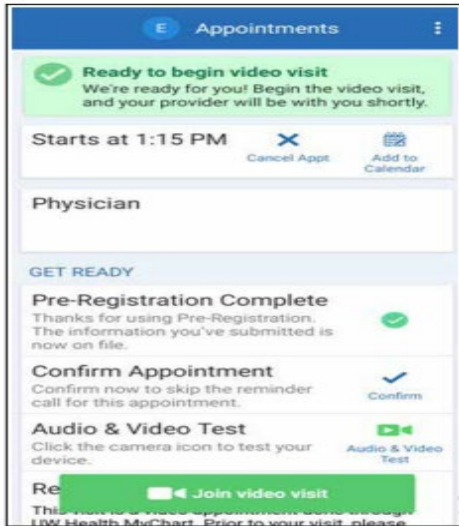
On the day of your appointment
Please log into MyChart 30 minutes ahead of time to connect to your visit and do a short equipment test. This will ensure your equipment is working at the time of your visit.
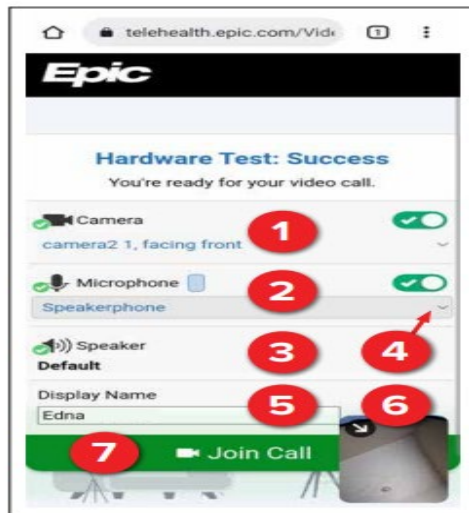
Connect to your visit

1. Open the MyChart App
2. With the video appointment displayed, tap the "begin visit" button

3. Click Join Video Visit

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, select the dropdown to change which is used.
5. The display name will automatically appear; type a different name if desired.
6. This is your self-view.
7. **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:
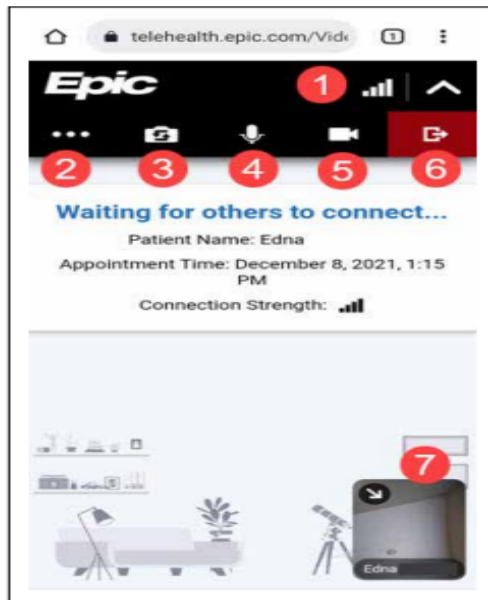
1. Signal strength
2. More Options to open the Hardware Check
3. Change to front facing camera
4. Turn your microphone on/off
5. Turn your camera on/off
6. Leave call
7. Self View

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