

MyChart Video Visits

Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

You can use a web browser on your desktop or a mobile application to start a video visit. Mobile devices are preferred, because most already have the appropriate camera and microphone setup for video visits. To get started, download the MyChart App from the Apple App Store or Google Play store.

Using MyChart Video Visits

On Demand Visits (Available M-F 5-10pm)

1. Log in to the MyChart app on your mobile device and tap the **Talk to a Doctor** from the menu.
2. Confirm the state you're currently in. Your device might request access to location services.
3. Select your reason for visit from the list of options.
4. After you've provided this information, select **Put Me In Line** to be seen by the next available provider. You can choose to receive a notification by text message or email when your provider is ready to see you.

Schedule a Future Video Visit

1. Log in to the MyChart app on your mobile device and tap the **Visits/Scheduling** icon on the home screen.
2. Confirm the state you're currently in. Your device might request access to location services.
3. Select your reason for visit from the list of options. (Note: Video Visits are only available for some of the reasons.)
4. After you've provided this information, select **Schedule** to select an appointment time for your video visit.

Join a Scheduled Video Visit

1. At least fifteen minutes prior to your video visit appointment, log in to the MyChart app on your mobile device and tap the **Visits/Scheduling** icon on the home screen.
2. Your scheduled video visit appears in this list. Tap it to open the details.
3. Tap **eCheck-In** to complete the necessary steps prior to beginning your visit.
4. If prompted, allow your browser to access your device's microphone and camera. Then, complete a hardware test to ensure your device camera, microphone and speakers are working. Click **Join video visit**.
5. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!

Pin a Video Visit Participant

Pinning a participant ensures that you can always see them, even when there are up to five participants in the visit and they aren't the active speaker. To do this, click the video or name of the participant whose video you want to pin. Click their name or video again to unpin the participant.

