

# MYCHART VIDEO VISIT

**Recommended:** Smartphone or Tablet device with high-speed internet connection, MyChart application installed, Zoom application installed.

**Optional:** Windows PC (or Mac) with web camera, microphone, a web browser (ex. Chrome, Edge, Firefox) for access to MyChart, and high-speed internet connection. Internet Explorer is not compatible with MyChart.

## How to download Zoom Cloud Meeting

How to prepare for the video visit: Live video streams are managed with the Zoom Cloud Meetings app.

### OPEN APP STORE

1. Go to the Apple Store (iPhone/iPad) or the Google Play Store (Android) on your device.

### SEARCH

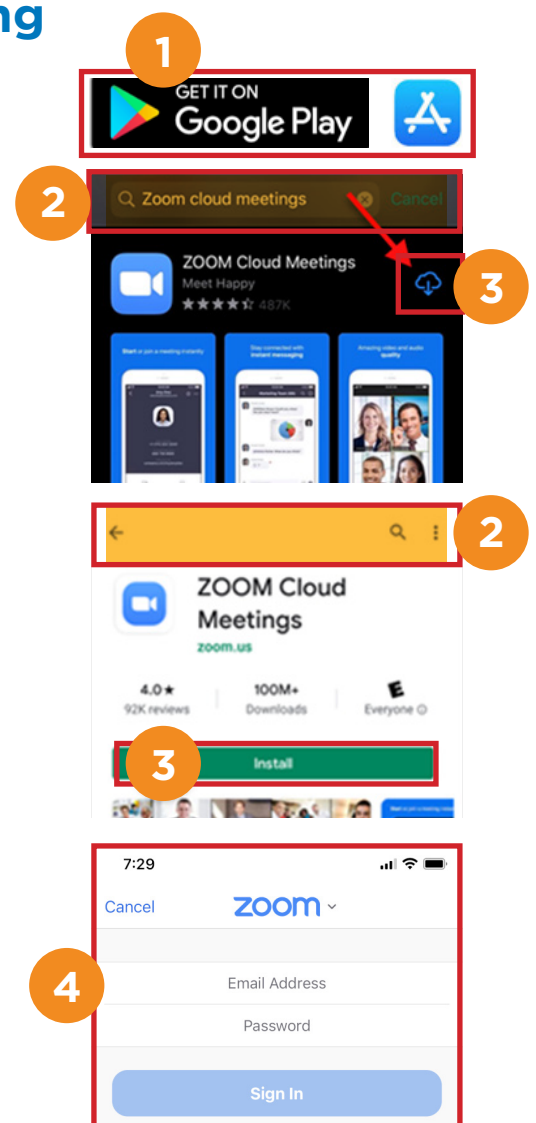
2. Search for the free “Zoom Cloud Meetings” app.

### INSTALL

3. Install the application on your device.

### OPEN APP

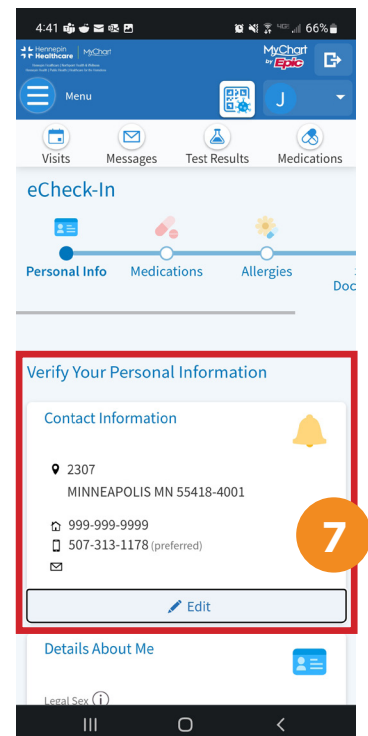
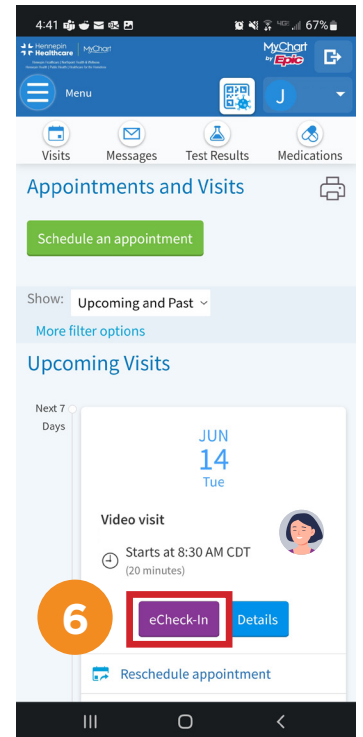
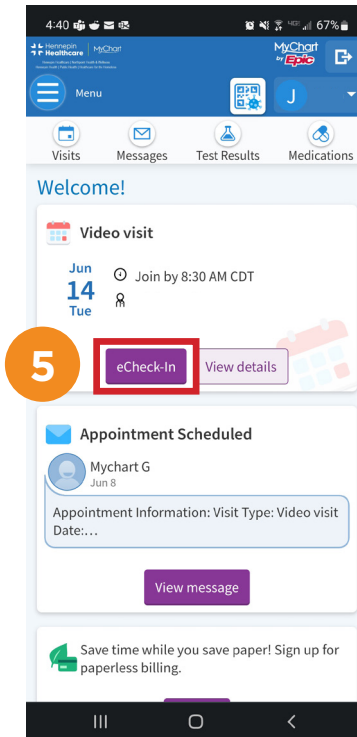
4. If you are using a PC or Mac, your Zoom video window will open automatically in your default web browser. If you are using Chrome, you will be prompted to download and install Zoom software. You may need to allow pop-ups in your browser.



# In order to complete your video visit via MyChart, you will need to download the app or login through your web browser

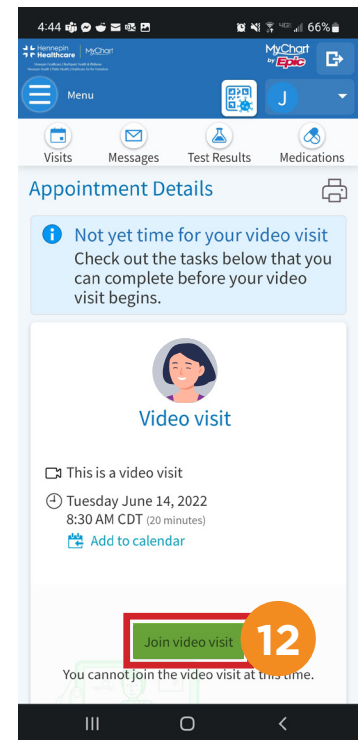
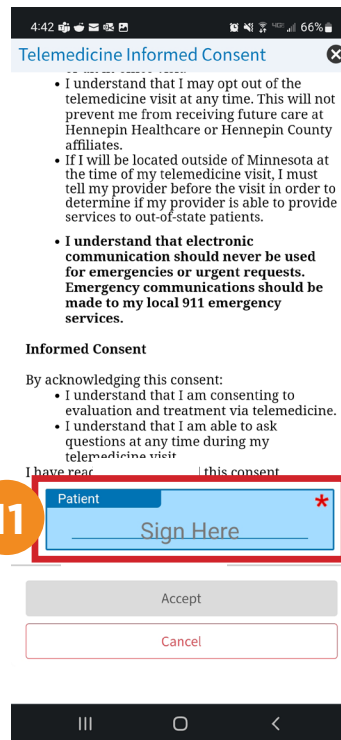
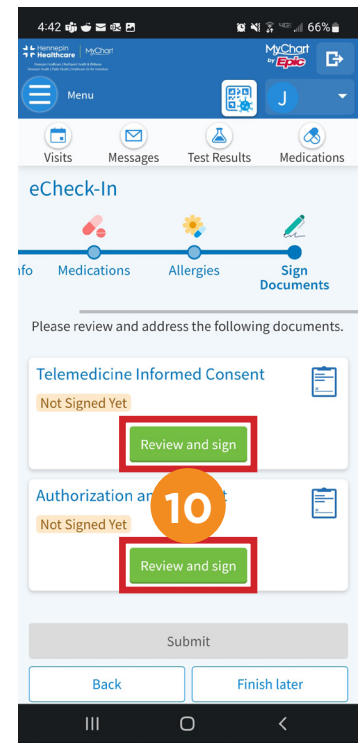
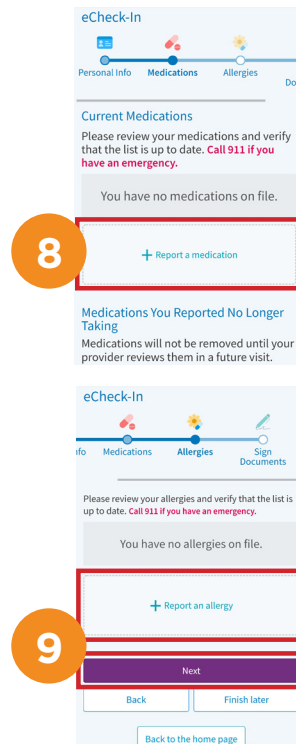
## How to download and navigate MyChart

1. Using your smartphone or tablet, go to the Apple Store (iPhone/iPad) or the Google Play Store (Android) and **search for the free MyChart app and install** the application on your device.
2. **Run the application and select Hennepin Healthcare** when prompted for your clinic.
3. Use your existing user name and password to log in.
4. If you are using a computer, go to **mychart.com**
5. **Navigate to Visits** and select today's appointment
6. **Select eCheck-In button** to begin the appointment.
7. **Review the Personal Information**, edit as needed then check the this information is correct and select Next.



How to download and navigate MyChart continue...

8. **Review your Medications**, add as needed then check the this information is correct and select Next.
9. **Review your Allergies**, add as needed then check the this information is correct and select Next
10. **Select the Review and Sign button** on the appropriate documents, review the consent form, sign, and continue, and submit
11. **Select the button Begin video visit** - the Zoom Cloud Meeting application will launch and you'll be placed in a virtual waiting room until the provider joins
12. **Join with Video and Audio**, then your video visit will begin! ("Join video visit" button will turn green when it is time to join the visit)



## **Important information for parents:**

- If the child is under 12 years old, the parent (or proxy) can log on and do the video visit.
- If the child is 12- 18 the parent (or proxy) will not have access to do a video visit. The child may participate in a video visit using their own MyChart account.

## **Tips for your visit:**

- Ensure your pre-check in data is accurate (personal information, medications, and allergies). Edit to make changes as needed during the MyChart video visit pre-check in process.
- Please be sure your audio is turned up so you can hear the provider.
- Your provider may ask you to reposition your camera during the visit.
- Let your provider know about everyone that is in the same room with you. Your provider wants to protect your privacy.
- Use a quiet and private location for the video visit. Please don't be driving or waiting in line (like a drive through window).
- Use WiFi whenever possible to minimize your device data usage. Video visits will consume significant amounts of data and can result in additional charges from your internet service provider.
- We advise if others are streaming other audio or video on the same Wifi you are using to connect with your provider that they stop, as these other streaming services may impact the audio or video quality of your clinical appointment.
- Make sure there are no bright lights behind you. This makes it too hard for your provider to see you. Things like bright lamps or windows need to be in front of you.

