

How will you join your Video Visit?

[Mobile Device using MyChart App](#)

[Mobile Device without using MyChart App](#)

[Computer using myHealth Online](#)

[Computer without using myHealth Online](#)

[Having Technical issues](#)

[Have more questions](#)



BEFORE YOUR SCHEDULED VIDEO VISIT

You're scheduled for a Video Visit. What's next?

- Prepare yourself and your surroundings for a great video visit.
 - Choose a location where you will have privacy.
 - Minimize distractions and interruptions from visitors, children, pets, etc.
 - Turn off or mute anything that might cause background noise so you and your provider can hear one another.
 - Dress as if you were going into the clinic.
 - A good WiFi connection is recommended. If you choose to use a cellular connection, data usage rates may apply.
 - Free up bandwidth on your network by avoiding the use of online services such a video streaming, gaming and other online resources. This will allow for a better-quality video visit.
 - Make sure your equipment is fully charged.

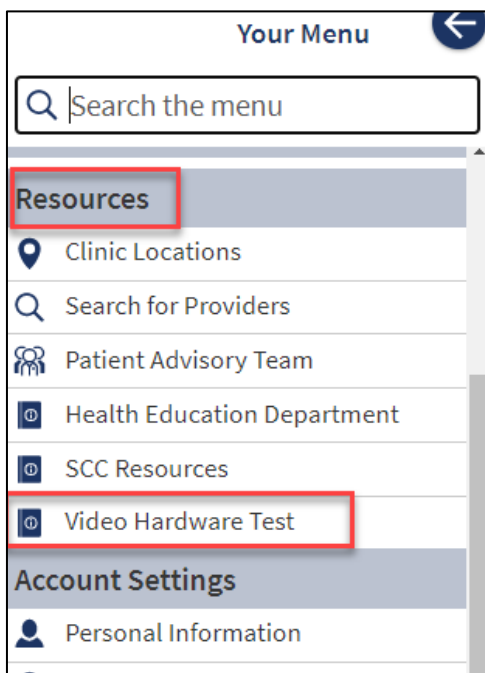
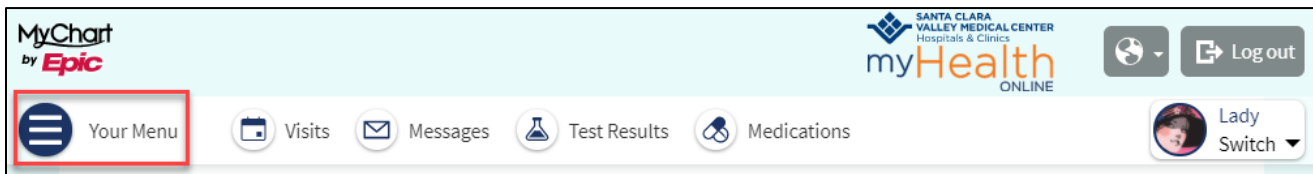
SET UP YOUR EQUIPMENT IN ADVANCE

Mobile Device

1. The  **MyChart** app is not required, however you may choose to use it for other features it offers. Download it and select  Hospital & Clinics
2. Verify you can login. You can even set it up to login using Face ID (if available).

Computer

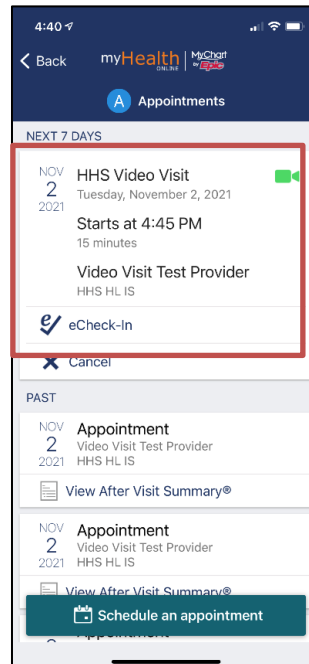
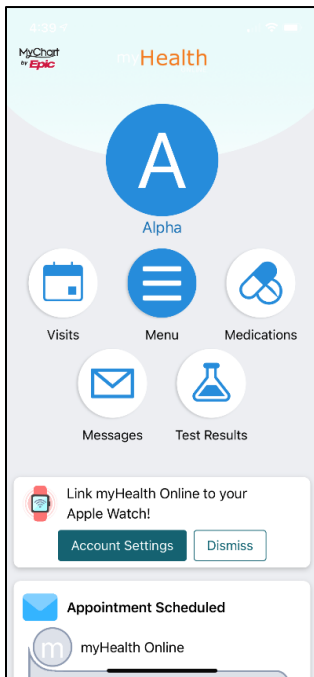
1. Make sure you have audio and video equipment such as headset and webcam or built-in camera/microphone.
2. If you have myHealth Online account at <https://myhealthonline.sccgov.org/> you can log in to test your computer's Video Hardware test: Click Menu, scroll down to Resources. Select Video Hardware Test.



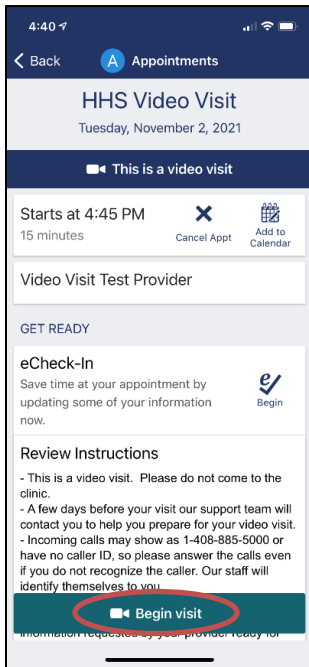
Join a Video Visit from a Mobile Device using MyChart:

Logon to your **myHealth Online** account.

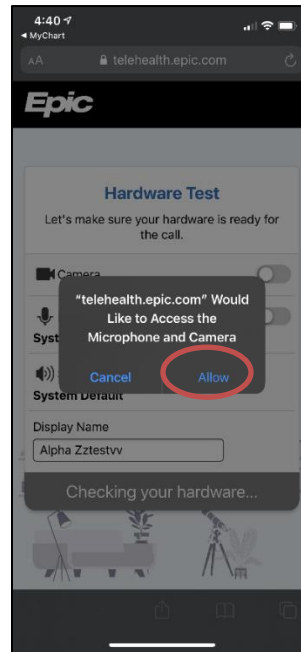
1. For proxy access, tap the patient record you want to see
2. Tap **Visits**
3. Find your **Video Visit** appointment on the list
4. Tap in the appointment



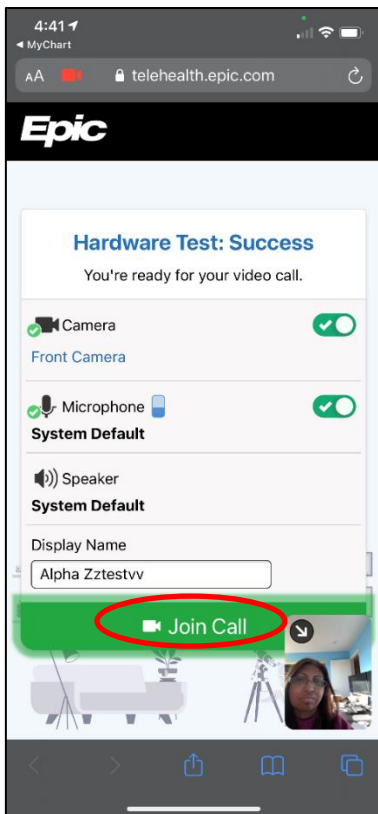
4. Tap the video icon **Begin Visit**



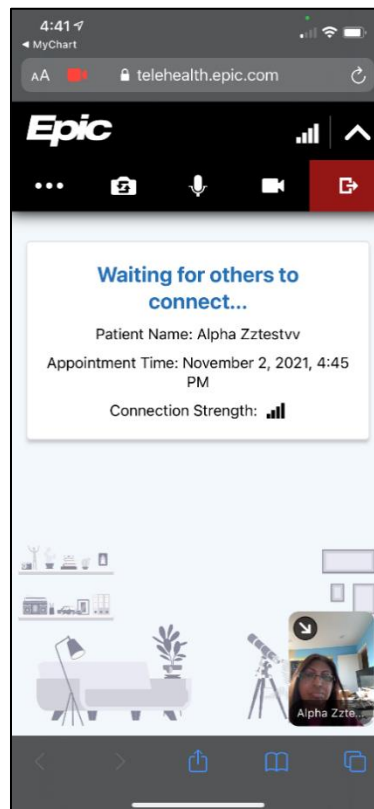
6. Tap to **Allow** access to your camera and microphone



5. Tap **Join Call**. This will Test your Hardware



7. You are ready for your visit! You will see Waiting for your clinician to join.

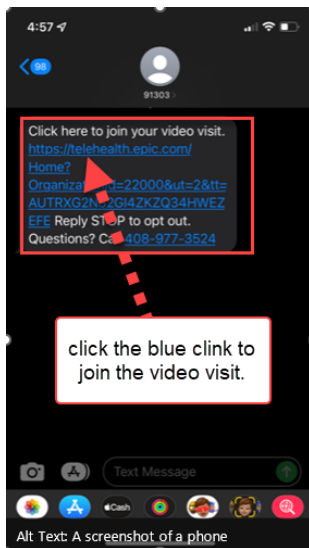


Join a Video Visit from a Mobile Device without MyChart:

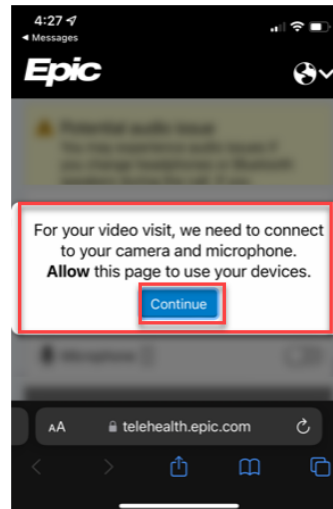
On the day of your schedule Video Visit appointment, you will receive a phone call from a nurse 15 minutes prior to your scheduled appointment as a Rooming call.

The nurse will ask the reason for this visit, and they will verify your allergies, current medicines, and your preferred pharmacy. They will ask if you need the link for the Video Visit. If you have myHealth Online, you can join from your myHealth Online account. If you do not have myHealth Online account, the nurse will send you a text message to your mobile phone.

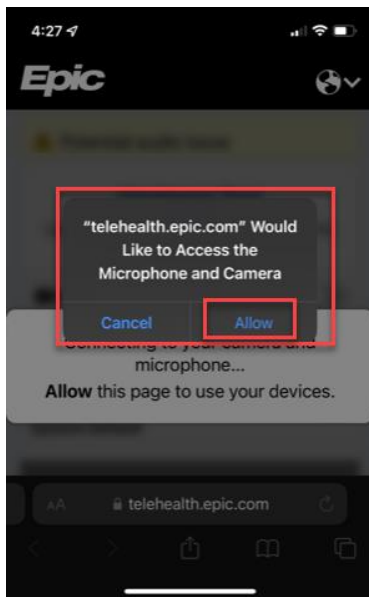
1. From the text message, click the blue link to open and join the video visit.



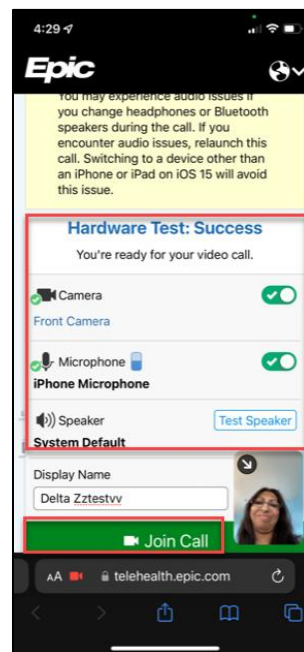
2. A Pop up will appear letting you know Video Visit will need to connect to your camera and microphone. Click **Continue**



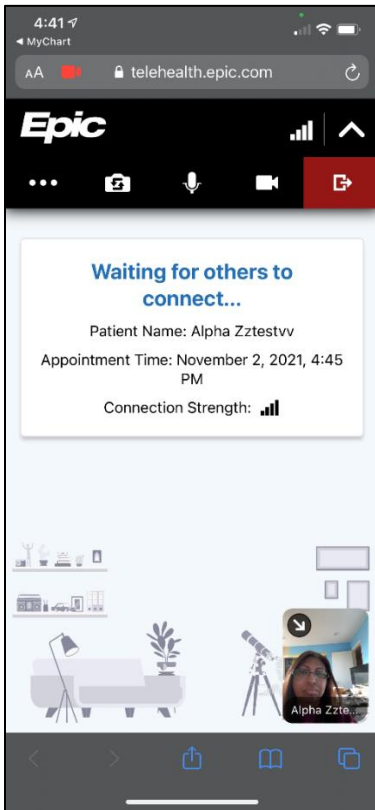
3. Tap **Allow** to give access to your camera and microphone



4. Tap Join Call. This will Test your Hardware



5. You are ready for your visit! You will see **Waiting for others to Connect.**

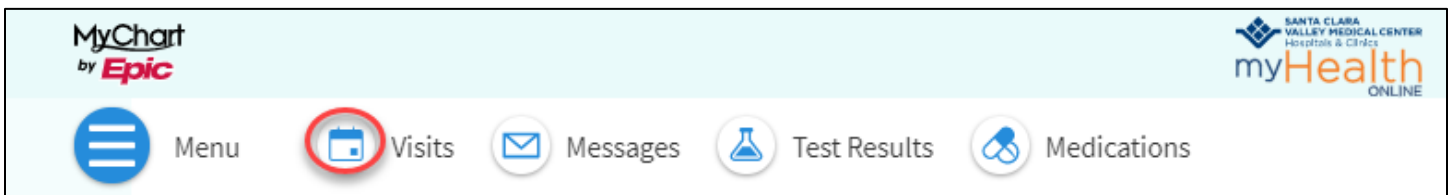


Join a Video Visit from a Computer using MyChart:

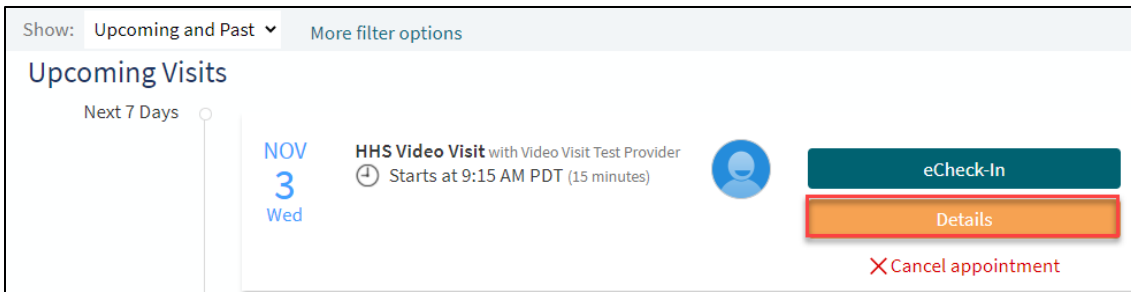
Note: Joining from a mobile device is *preferred* as you will have better access to video/voice tools. Join from your desktop using *Chrome* or *Firefox* browsers.

Log on to your **myHealth Online** account at <https://myhealthonline.sccgov.org/>.

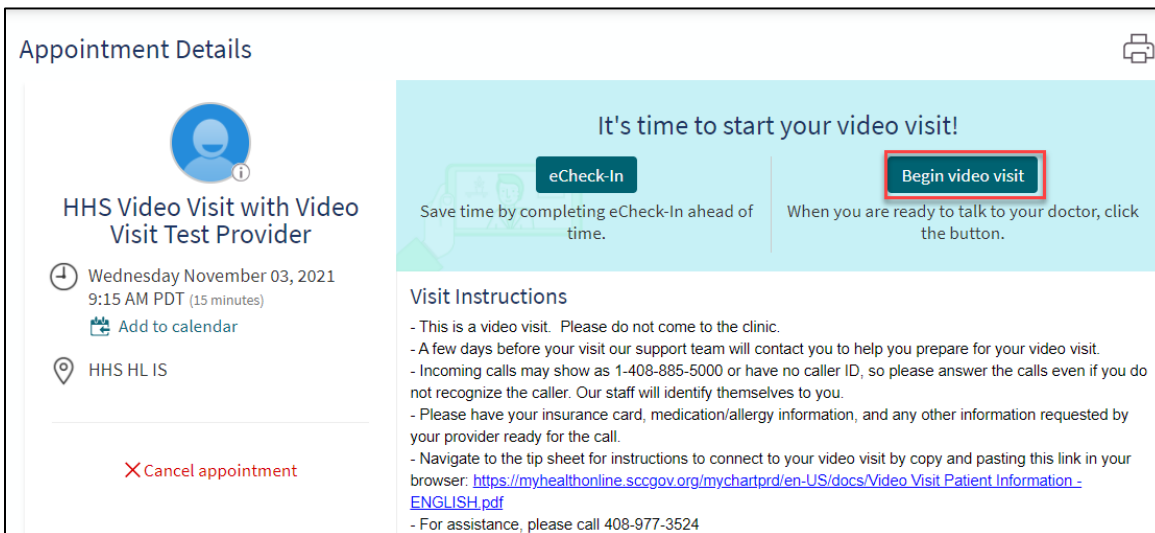
1. For proxy access, click the patient record you want to see
2. Go to **Visits** -> **My Visits**



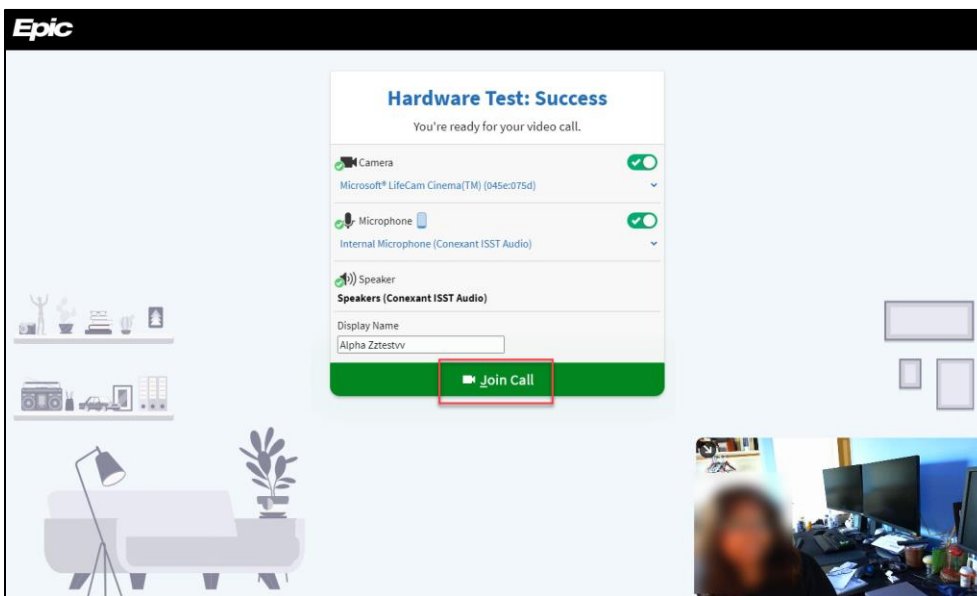
3. Find your **Video Visit**
4. Click **Details**



5. Click **Begin Video Visit**



6. Make sure the Hardware Test is successful. Tap **Join Call**.



7. Click **JOIN**

8. You're ready for your visit! You will see **Waiting for others to Connect**.

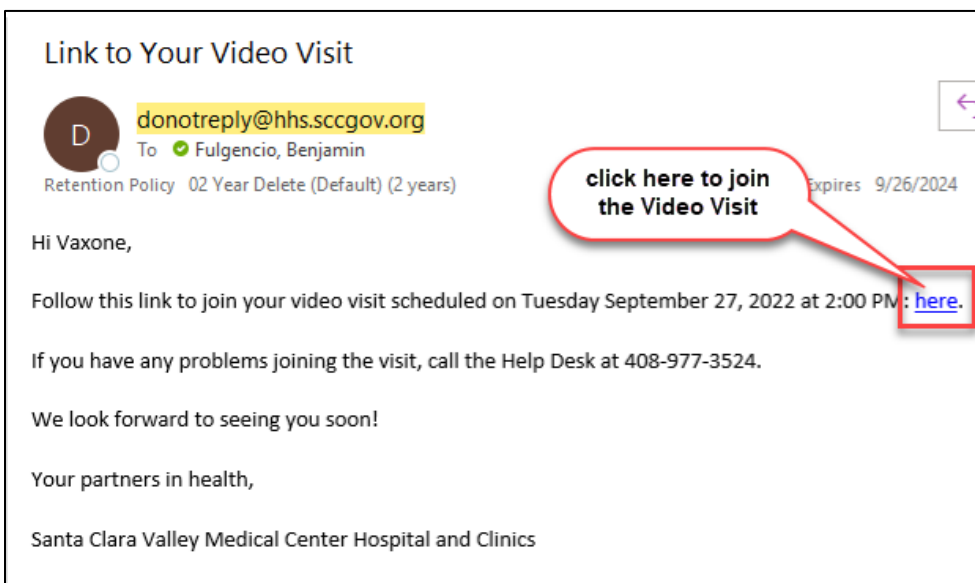
Join a Video Visit using a Computer:

Note: Join from your desktop using *Chrome* or *Firefox* browsers.

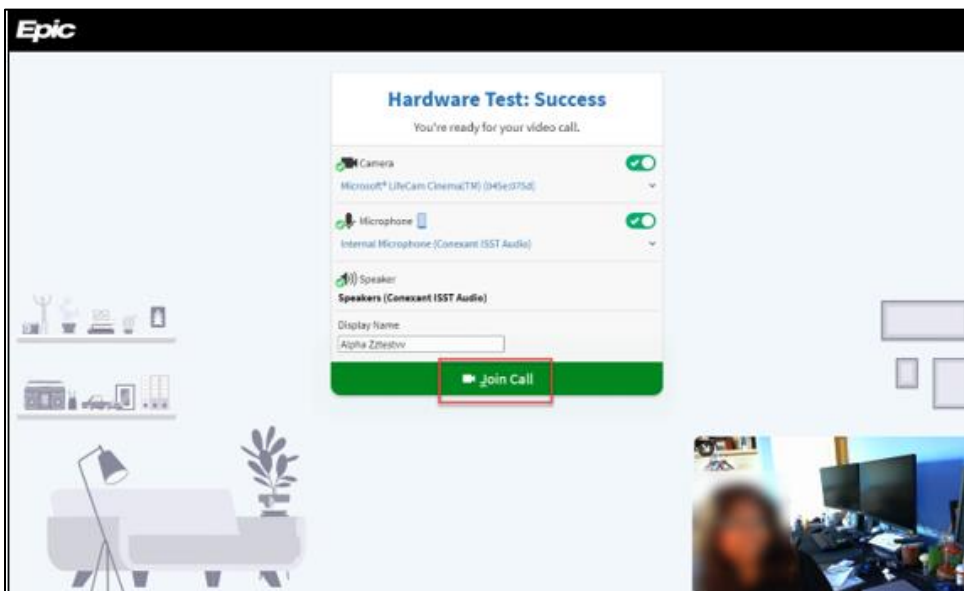
On the day of the scheduled video visit, you will receive a phone call from Nurse 15 minutes prior to the schedule appointment time.

The nurse will ask the reason for this visit, and they will verify your allergies, current medicines, and your preferred pharmacy. They will ask if you need the link for the Video Visit.

The nurse will send you an email for you to join from your computer/laptop.



Make sure the Hardware Test is successful. Tap **Join Call**.



You are ready for your visit! You will see **Waiting for others to Connect**.

Are you having any issues?

Can't see or hear your provider?

- Make sure your volume is turned up.
- Check to see if the mute button is turned on.
- Make sure your camera is turned on and is facing towards you.
- Try leaving and restarting your video visit.
- If using your computer, check your camera is plugged in

Have questions?

If you need help with setting up or joining your visit, we are here to help.
Call the patient support line (1-408-977-3524)