

MG Video Visit – Patient Process Using the MyChart Mobile App

Note – the screenshots below may look slightly different depending on the type of device the patient is using. The following example uses an iPad.

1. Select the MyChart icon to open and enter the user id and password when prompted.



2. Select the Appointments icon

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Estimates	Letters	Questionnaires	Share My Record			

3. 15 minutes prior to the start of the appointment, select Video Visit to begin





4. Select Begin Visit

Appointments		A
VIDEO VISIT Wednesday, March 25, 2020		
This is a video visit		
Join by 1:45 PM MST Starts at 2:00 PM 30 minutes	X Cancel Appt	Add to Calendar
Dr. E Awad		
GET READY		
Questionnaires Save time at the doctor's office by filling out questionnaires.		Answer

5. The Zoom Window will launch. (Note - If the user has not previously used ZOOM, select on the App Store to load Zoom. If the user has used Zoom in the past, this step is not needed, proceed to step #7.)

Launch Meeting - Zoom	Launch Meeting - Zoom	Launch Meetin	g - Zoom		
zoom		Support	English 👻		
Your meeting should start in a few seconds					
	lf not, try again.				
First-time u	iser, please download Zoom app from	n App Store.			



6. The App Store will open, download the Zoom app.

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	ZOOM Cloud Meetings Meet Happy				
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7. When prompted, select OK to allow Zoom to access the Camera



8. When prompted, select OK to allow Zoom to access the Microphone



NOTE: The device will not function properly unless Zoom is allowed to access the camera and microphone.



9. Select Join with Video



10. Select Call Using Internet Audio



11. If the connection was successful, you will be placed in a virtual waiting room. The visit will begin when the provider joins the call.

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Please wait for the host to start this meeting	ng.	
Start: 12:16 PM		
Zoom Video Visit		
Test Computer Audio		
If you are the host, please <u>login</u> to start this meeting.		

For technical issues, patients should call the MyChart Help Desk Toll Free at 866-312-5023.