
How to Join Video Visits Using Epic MyChart Web or the Epic MyChart App

Epic MyChart Video Visits

AUGUST 4, 2020
INFORMATICS
Community Medical Center

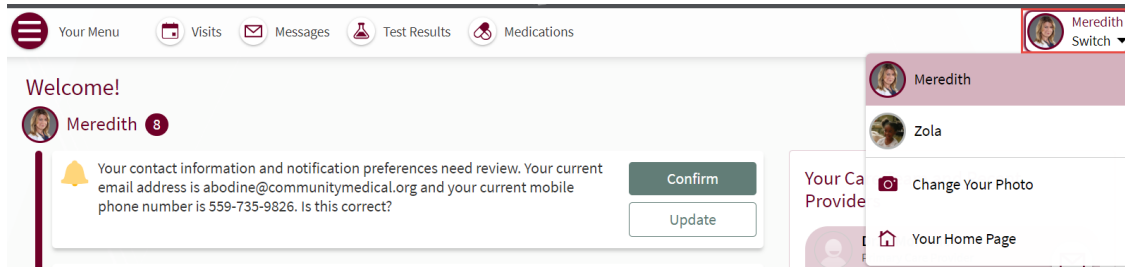
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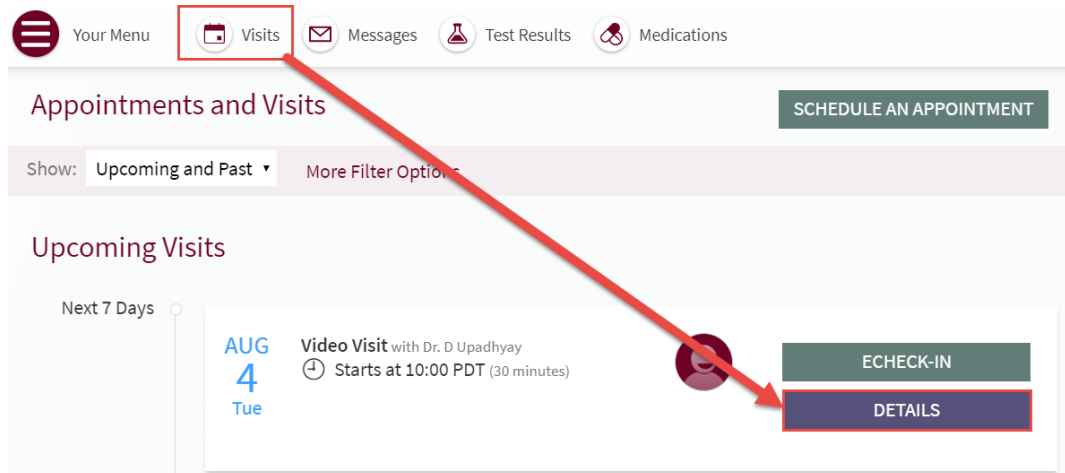
How to Join My Video Visit – Epic MyChart

Patients and their proxies can access video visits with providers by utilizing Epic MyChart. Video visits are schedule by the provider office and can be accessed by using the MyChart App or Web Portal.

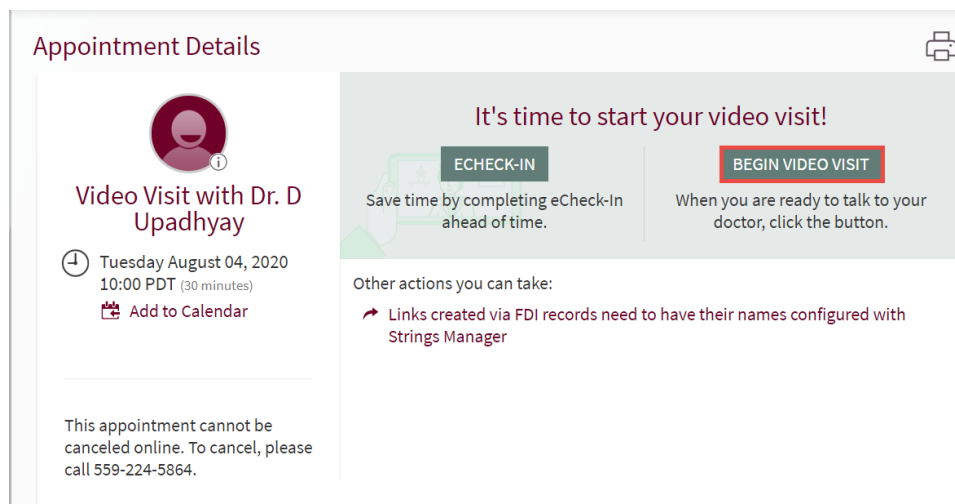
1. Log into MyChart to view upcoming appointments.
 - a. If you are a proxy for a patient, log in as yourself and click **Switch** to select the patient's name (top right) that has the video visit.



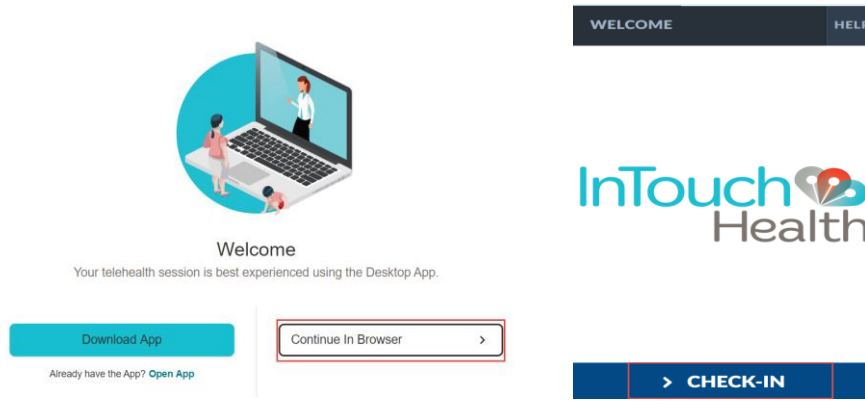
2. Select **Visits**, and review the appointment date and time; click on **Details** when you are ready to join the visit.
 - a. Video visits can only be joined 30 minutes before the scheduled time; however, providers will join the video visit at the scheduled time.



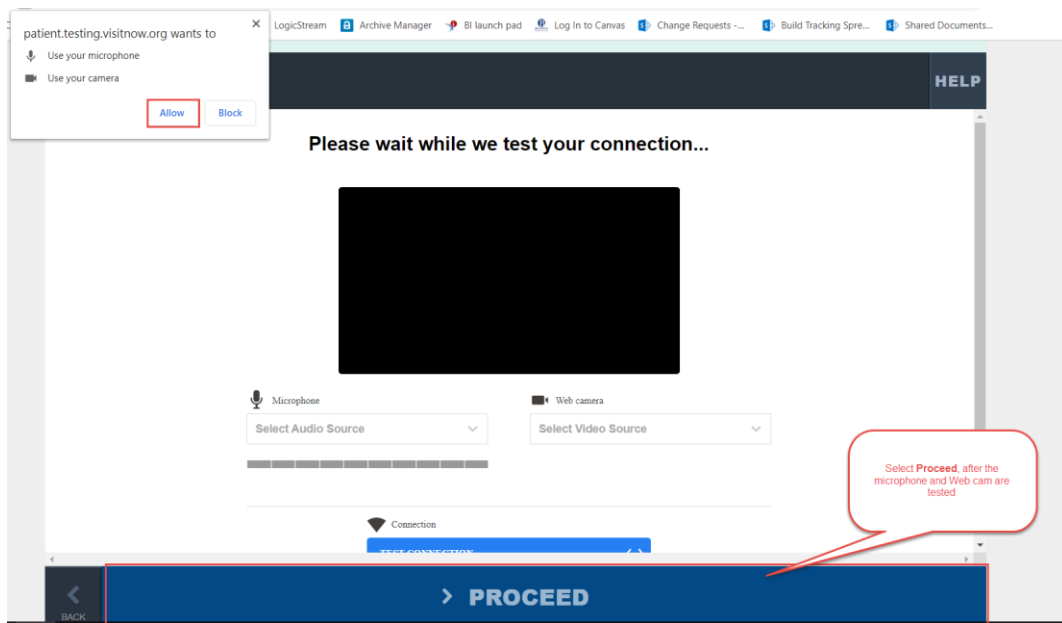
3. Select **Begin Video Visit** to initiate the visit:



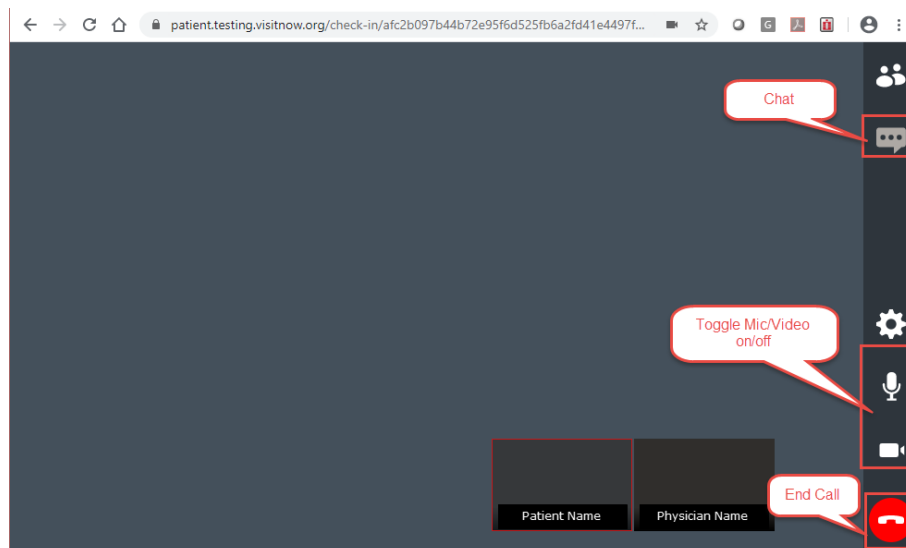
4. Select **Continue in Browser**, and click **Check In** to join the video visit.



5. Select Allow for the website to use the microphone, and camera on your device, and select proceed when prompted.



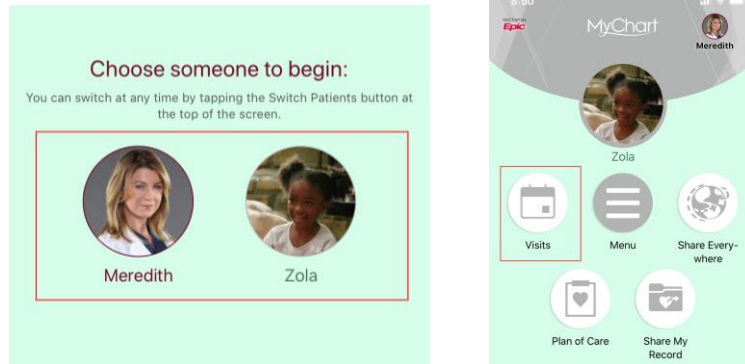
6. Video visits with the provider will **begin after the provider arrives**.
a. Select **End Call** to end the visit when it is over.



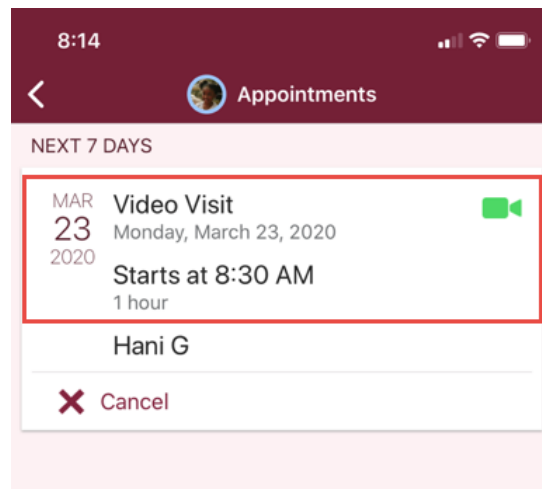
How to Join My Video Visit – Epic MyChart App

Patients and their proxies can access video visits with providers by utilizing Epic MyChart. Video visits are schedule by the provider office and can be accessed by using the MyChart App or Web Portal.

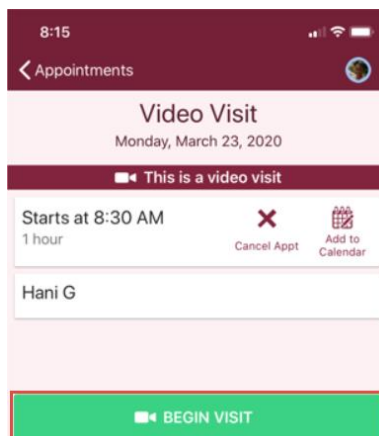
1. Log into MyChart, and review Appointments:
 - a. If you are a proxy for a patient, select the patients name that has the video visit and click on Visits.



2. **Review the appointment date and time;** click on the video visit appointment if you are ready to start the visit.
 - a. Video visits can only be initiated 30 minutes before the scheduled time.

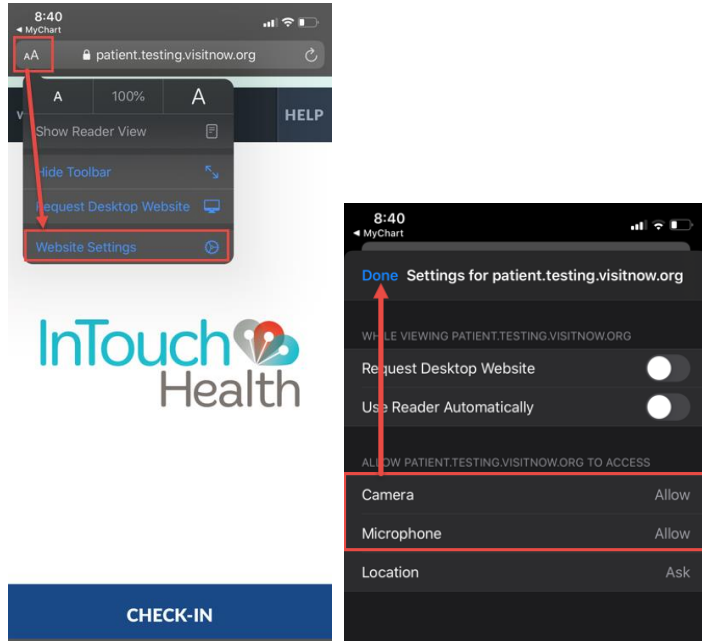


3. Select **Begin Visit** to initiate the visit:

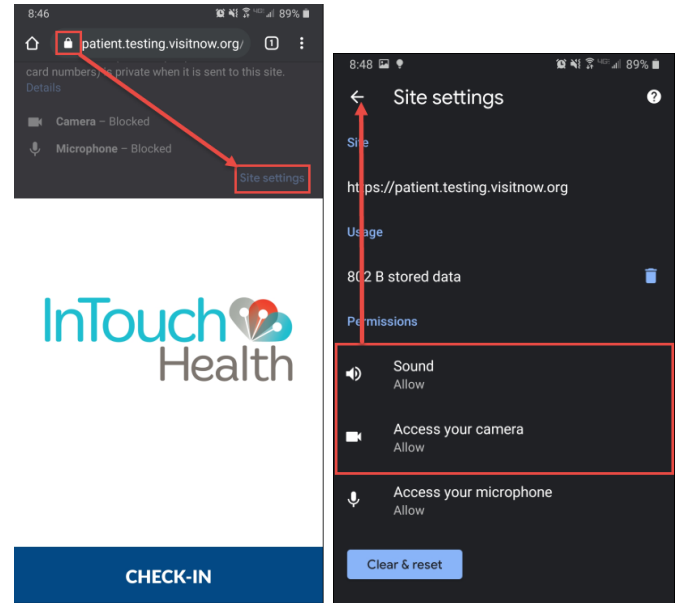


4. Before you check in to your appointment, give permission to the site to allow the use of your microphone and camera.

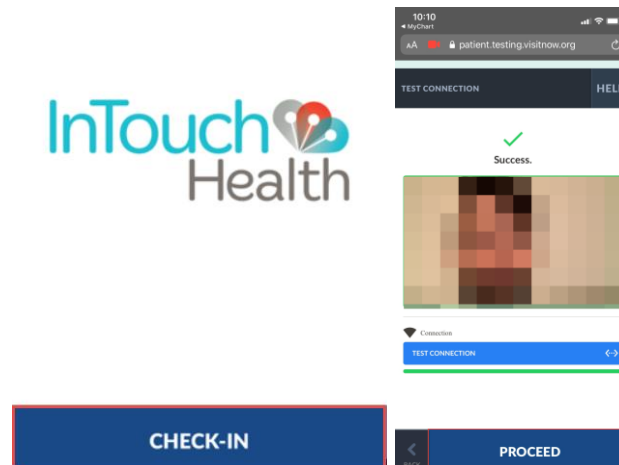
iPhone:



Android:



5. Select **Check In**, so the provider will know that the visit is ready to be joined.
 - a. Allow the site access to your Microphone and Camera; select **Proceed** after your Audio and Video connections are tested, and wait for the provider to join.



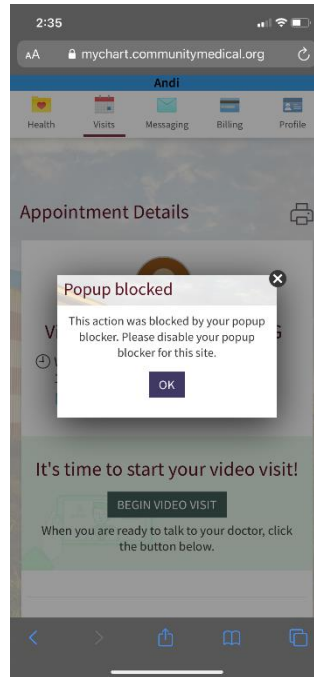
6. The video visit will begin once the MD arrives; do not leave until after the visit takes place.
 - a. Plug in a mic and headphones if you will be using them.
 - b. Provider will end the visit once the visit is completed.

If you have any issues joining your telemedicine visit, use the attached steps to troubleshoot the issue. Call your clinic if you need further assistance.

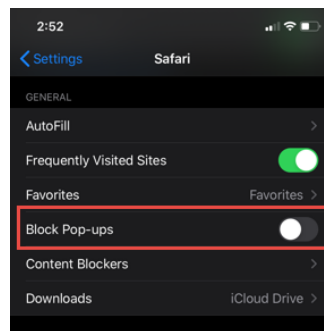
Please know that you must end the call with the clinic before selecting Begin Visit if you are joining the video visit on the same device the call is active on.

How to Turn Off Pop Up Blocker – iPhone

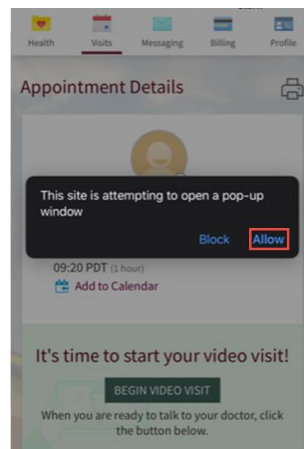
1. If you get a Pop Up blocker error when you try to join the Video Visit on iPhone, the setting will have to be turned off in order to join the visit with the provider.



2. Go to your iPhone Settings, and click on Safari. Deselect Block pop up, and go back to Safari app to Begin the Video Visit.



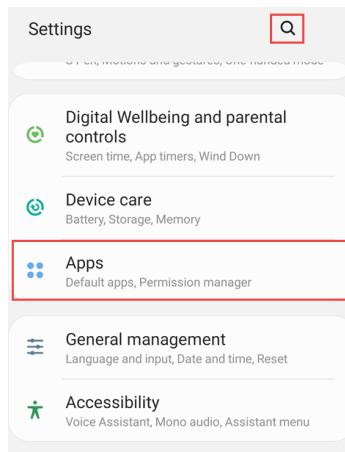
3. Click Allow to join the visit.



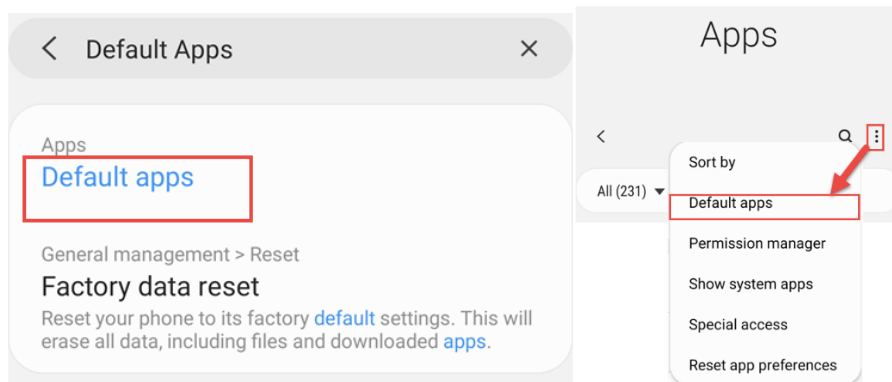
How to Change My Default Browser – Android:

Download Chrome if it is not already installed.

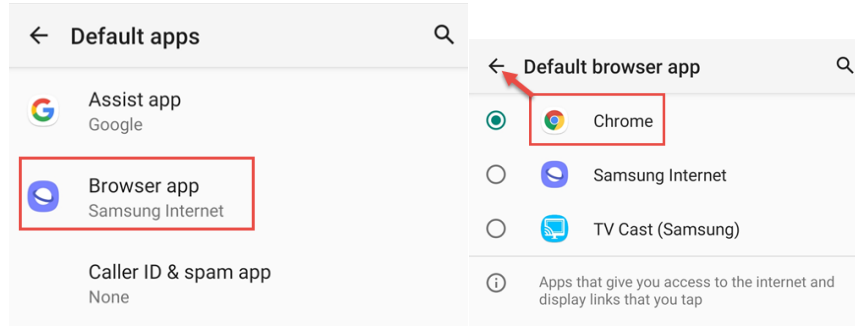
1. Open **Settings**, and **search** for **Default Apps**, or scroll through settings and select **Apps**:



2. Select **Default Apps** if you searched, or select the **3 dots** and select **Default apps** after **Apps** opens:



3. Click on **Browser App**, and Select **Chrome** or **Firefox** (whichever you downloaded):



4. Chrome will populate as the default app, and the Video Visit can now be started.

