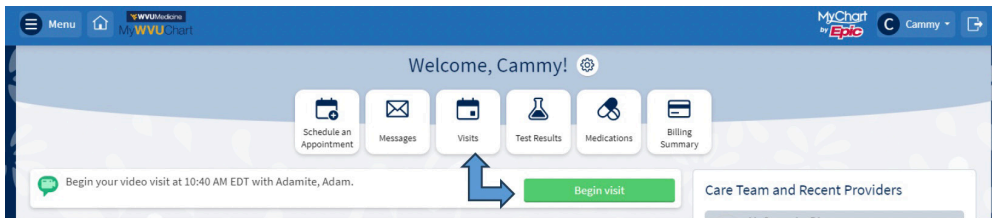**Topic:** *Connecting to a MyChart Video Visit*

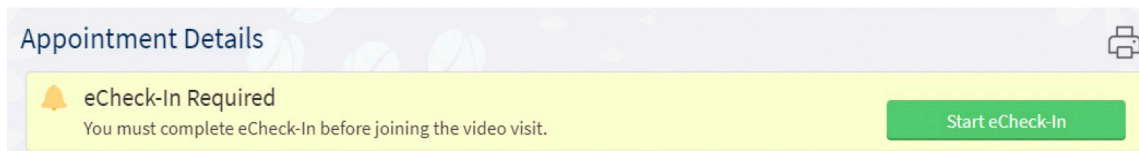**Application:** Epic Video Client   **Role:** ☑ Patient

Instructions -

**1.** Once you log in with your username and password, you will see the screen below. You can either click on the **Visits** icon or the **Begin Visit** button next to the next scheduled visit.

2. You will then need to click **Start eCheck-In** which is required before being able to join the video visit.

You need to complete the e-Check-In process completely. Verify information on each screen and click **next** until you have reviewed and confirmed all information, as well as signed required documents for the visit, including a Telemedicine Consent.
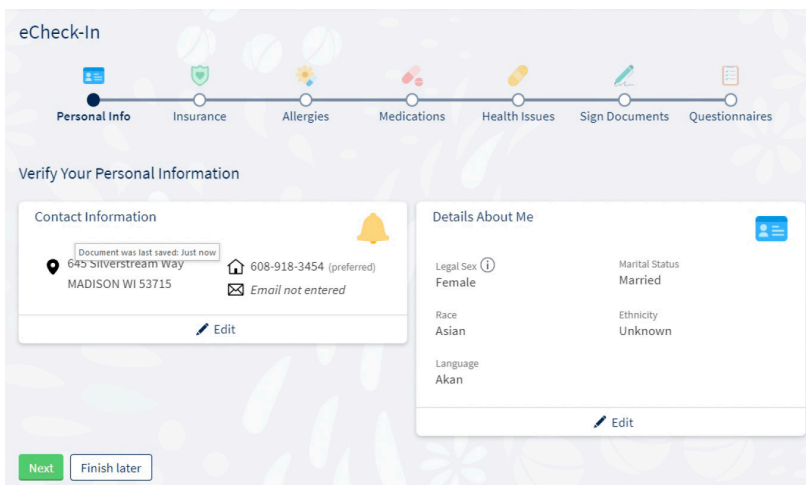
Questions? Email the training team at EpicProviderTraining@wvumedicine.org   WVUMedicine

Topic: *Connecting to a MyChart Video Visit*

Application: Epic Video Client   **Role:** ☑ Patient

Once you completed eCheck-In and click **Submit**, you will be prompted to **Join video visit**.
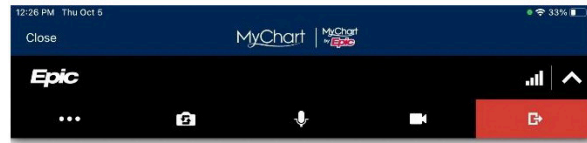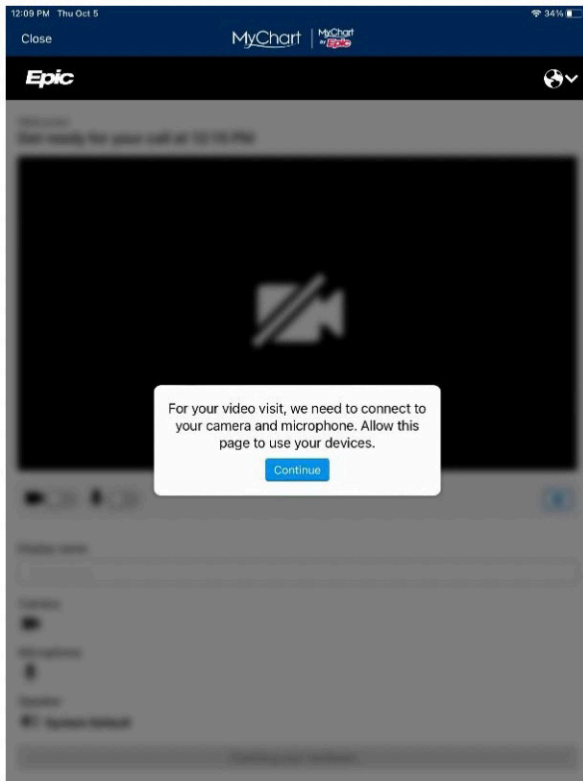
Topic: *Connecting to a MyChart Video Visit*

Application: Epic Video Client   **Role:** ☑ Patient

If on a mobile device (i.e., cell phone or tablet), once you click **Join** you will now see this screen.
Click **continue.**
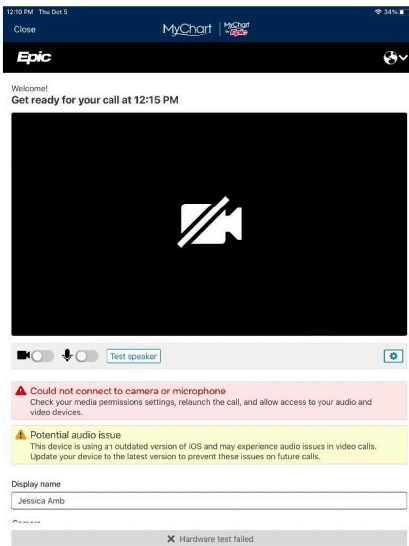
Topic: *Connecting to a MyChart Video Visit*

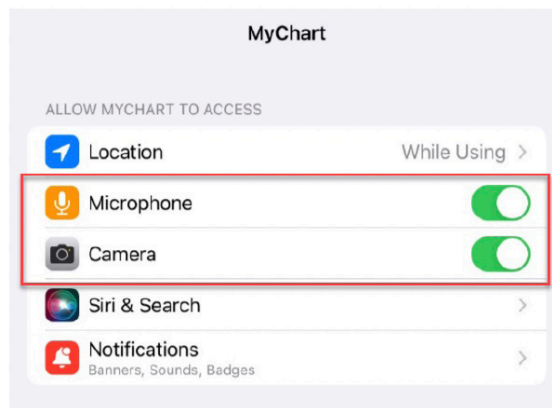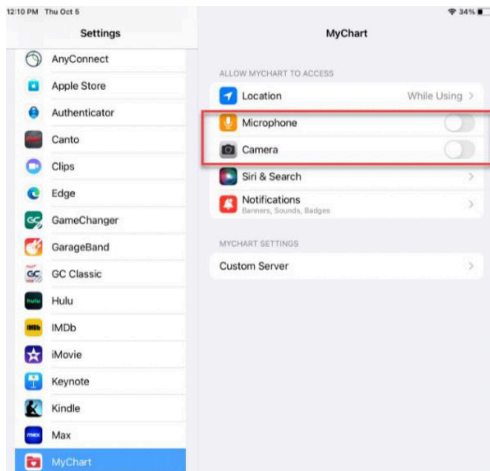**Application:** Epic Video Client   **Role:** ☑ Patient

Troubleshooting Camera or Microphone Issues:

If your MyChart app is not set up to allow camera and microphone, you will see this:

Go to settings and find the MyChart app and toggle **on** the camera and microphone options.

Topic: *Connecting to a MyChart Video Visit*

Application: Epic Video Client   **Role:** ☑ Patient

Go back to the MyChart app. If needed, click **Join Visit** again and then continue and you will be taken to the hardware check screen again and will need to click **Join Call** at the bottom. Once joined, you will be in the waiting room waiting for your provider.