



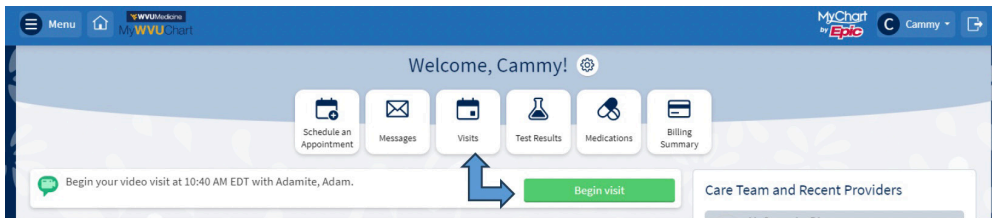
Topic: *Connecting to a MyChart Video Visit*

Application: Epic Video Client

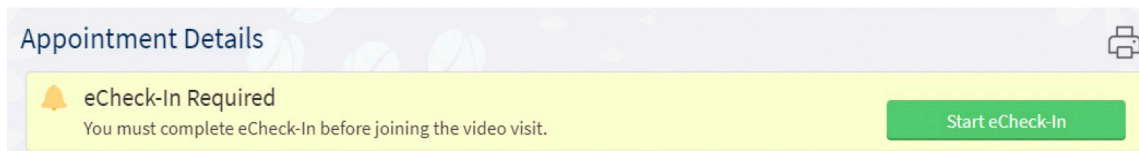
Role: Patient

Instructions -

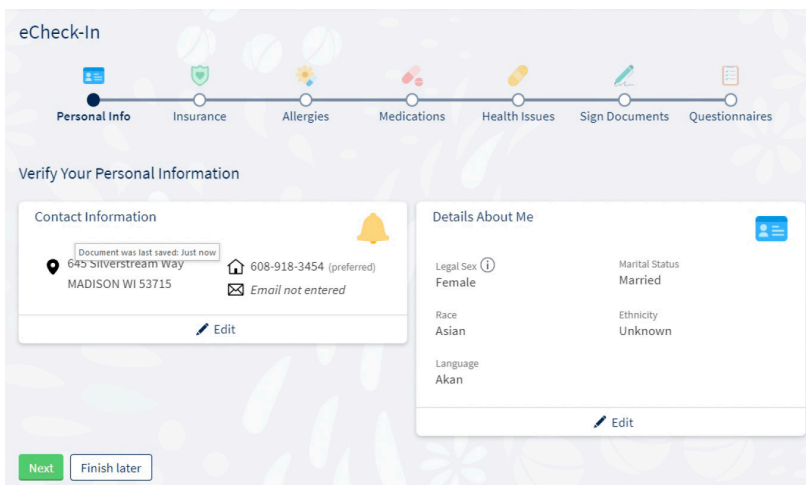
1. Once you log in with your username and password, you will see the screen below. You can either click on the **Visits** icon or the **Begin Visit** button next to the next scheduled visit.



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





Role: Patient

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eCheck-In

Personal Info Insurance Allergies Medications Health Issues Sign Documents Questionnaires

MYCHART VIDEO VISIT CONSENT

For an upcoming appointment with **Adamite, Adam** on 9/17/2024

Please review your responses. To finish, click **Submit**. Or, modify an answer by clicking its edit link.

Submit

Question	Answer	Edit
Will you be in the state of West Virginia, Pennsylvania or Ohio for this video visit?	Yes	Edit
If this video visit is for someone other than yourself please list your relationship to the patient, otherwise list "SELF".	self	Edit
I understand and agree to the terms and conditions.	Yes	Edit
Please type your name in the box below as your electronic signature	Cammy Folgers	Edit

Submit **Back** **Cancel**

Once you completed eCheck-In and click **Submit**, you will be prompted to **Join video visit**.

It's time to start your video visit!

Join video visit

When you are ready to talk to your doctor, click the button.

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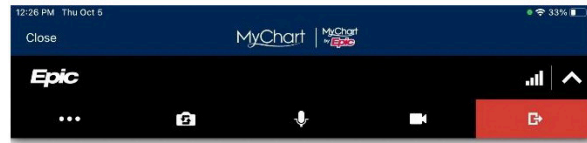
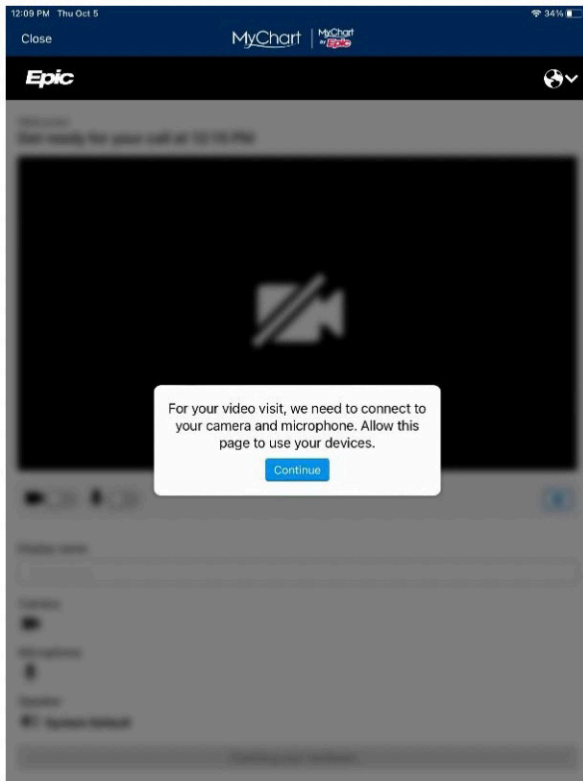


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If on a mobile device (i.e., cell phone or tablet), once you click **Join** you will now see this screen. Click **continue**.



Your provider will be with you shortly.





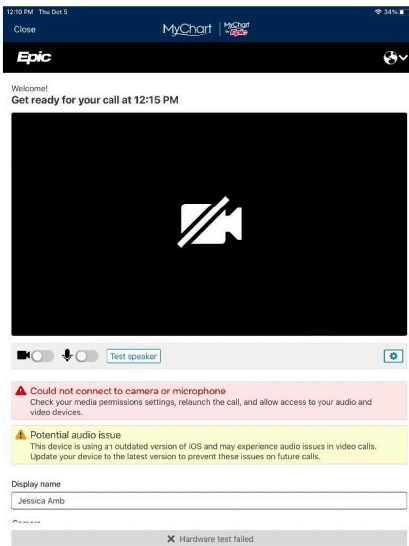
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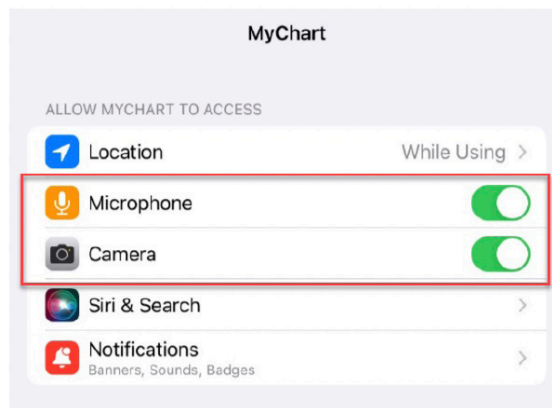
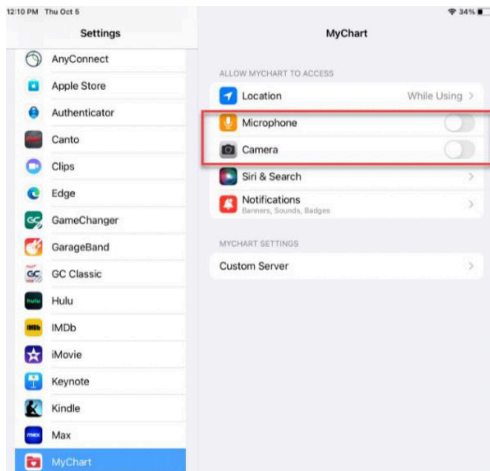
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Troubleshooting Camera or Microphone Issues:

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.





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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.

