

# Video Visits for MyChart MOBILE



Thank you for scheduling a video visit with your provider. Video visits are a convenient way to receive care without going to a hospital or clinic. During a video visit, you will receive the same quality care and personal attention as you would during an in-person appointment.

You can use a mobile application to start a video visit from your **active** MyChart account. Mobile devices are the preferred method for these visits, as most already have the appropriate camera and microphone setup.

## What You'll Need

- Active MyChart Account
- Access to **spectrumhealthlakeland.org/mychart**
- Connection to Internet (WiFi or broadband internet)
- Functioning web camera (built-in or connected to your device)
- Functioning microphone (built-in or connected to your device)

Please follow these guidelines and instructions for the best experience with your video visit.

- Ensure device is adequately charged or plugged in.
- Download the MyChart and VidyoConnect apps on your device. Instructions are below. Don't wait—make sure download completes 24 hours in advance of your scheduled video visit.
- If at any time you experience difficulties downloading the applications, call your provider's office.
- Make sure the visit occurs in an environment that allows you to appropriately protect your privacy. Examples include an office, your home or in a parked car.
- Allow yourself plenty of time to start your video visit. You can login 20 minutes prior to the scheduled appointment time, no sooner. Video visits that start late may be cancelled.
- In order for all our patients to receive care in a timely manner, we ask that you be prepared for this visit and carefully follow the step-by-step instructions in this document.

Use these tips to successfully communicate through video with your provider.

- **Establish eye contact.** Remember to look into the camera when talking with your provider. Make sure your webcam is at eye level.
- **Consider your setting.** Examine the space around you. What kind of lighting is in the room? What will the provider see behind you? What kind of background noise will they hear? If possible, choose a spot with plenty of light.
- **Reduce background noise.** This can be tricky when there are a lot of people in the house! If you can, find a quiet activity for the kids—or your roommates—in a separate room.
- **Get comfortable.** You'll have an easier time focusing on the visit if your body is comfortable.
- **Wear loose clothing.** If you'll need to show the provider something on your skin or a specific part of your body, wear something that'll be easy to move so that the provider can see clearly.
- **Close other applications.** Some applications will slow down your internet connection. And even if they don't, closing them will cut down on distractions.
- **Have others sharing your internet connection stop.** Too many devices on one network, streaming videos and utilizing high amounts of data at the same time, can interfere with your visit.
- **Give your provider feedback.** Were you comfortable with the visit? What could be done differently next time?

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**spectrumhealthlakeland.org/mychart**



# Video Visits for MyChart - Mobile



## Using MyChart Video Visits

(You may skip this section if you have already downloaded the required apps)

### Download required Apps

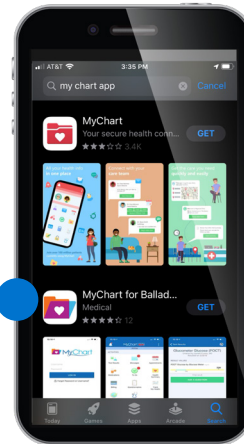
1. Access your Apple App Store or Google Play store.



2. Search for **MyChart**, the icon will look like this:



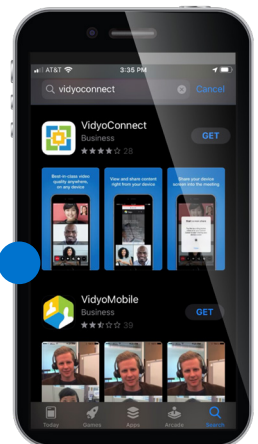
3. Tap **Get** (Apple) or **Install** (Google Play).



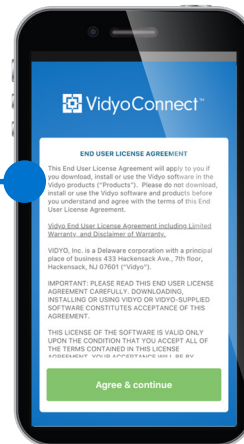
4. Search for **VidyoConnect**, the icon will look like this:



5. Tap **Get** (Apple) or **Install** (Google Play).



6. Accept the License Agreement.



7. VidyoConnect opens. You do **not** need to enter a Portal address. Simply close the app.



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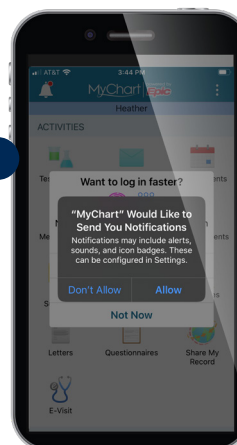
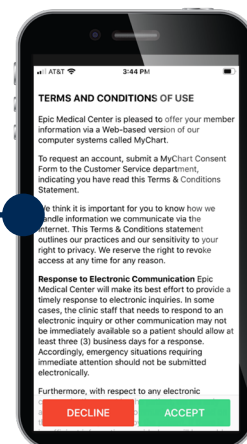
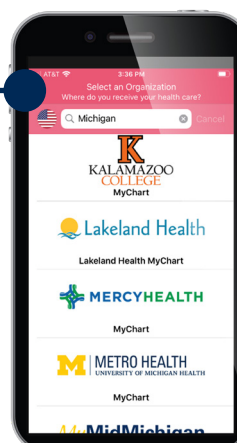
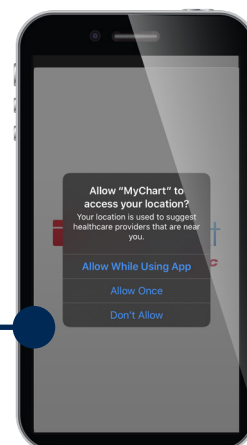
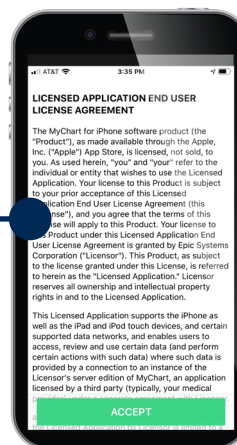


## Using MyChart Video Visits

### Link your MyChart App with Spectrum Health Lakeland

(You may skip this section if you have done this previously)

1. Open your MyChart app.
2. Accept the License Agreement.
3. If you choose, allow MyChart to access your location. You may select Allow While Using App or Allow Once. This will allow MyChart to enter your state on the Select an Organization screen. If you choose Don't Allow, you will need to search for state, zip code or Lakeland Health.
4. Tap Lakeland Health MyChart from the list.
5. Accept the Terms and Conditions of Use.
6. Select if you want to Allow MyChart to send you notifications.



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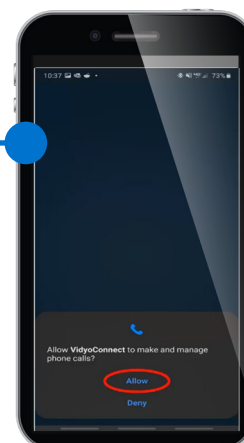
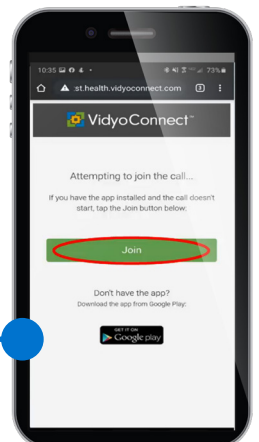
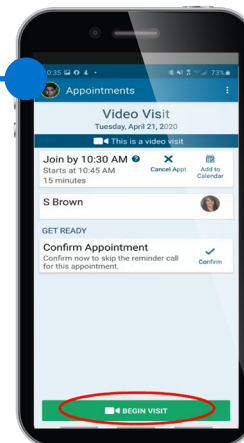
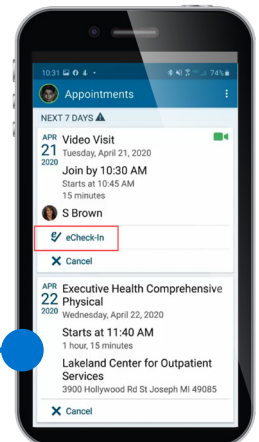
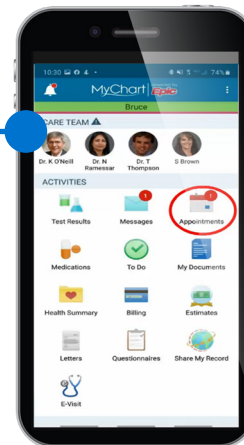
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## Using MyChart Video Visits

### Join Your Video Visit

1. At least 15 minutes prior to your video visit appointment, log in to the MyChart App on your mobile device and tap the **Appointments** icon on the home screen.
2. Your scheduled video visit appears in this list.
3. Tap **eCheck-In** to complete the necessary steps prior to beginning your visit.
4. After you've completed eCheck-In, tap **Begin Visit**. You can log in 20 minutes prior to the scheduled appointment time, no sooner.
5. MyChart will open a web browser.
6. If a pop-up appears to "Open in VidoConnect?" click **Open**.
7. Tap the **Join the call** button.
8. Make sure to select **Allow** for any pop ups that appear. This allows the app to use your camera and microphone for your video visits.



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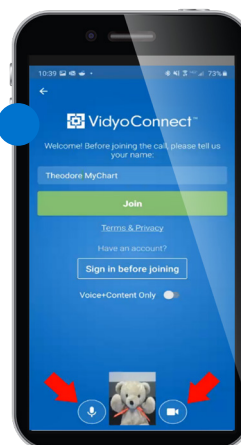


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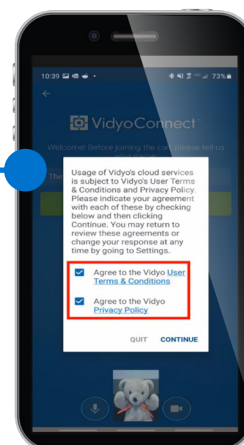


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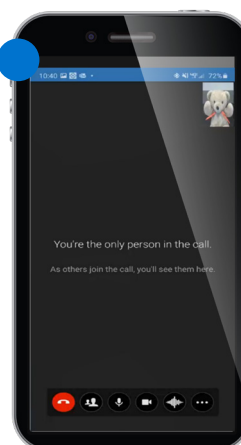
9. The VidyoConnect App will open displaying your name. Make sure your video and audio are active by looking at the icons at the bottom of your screen. The picture is a preview of what your provider will see. Click the green **Join** button.




10. A pop up will appear. You must select both checkboxes for the Terms & Conditions and Privacy Policy before clicking **Continue**.



11. If the connection was successful, you'll be placed in a virtual waiting room. You may be the first person to arrive to your visit. Please wait for you provider to join – they will be with you shortly!



When you have finished speaking with your provider, it's time to end the call.

1. Click the red  **Leave the call** phone icon.
2. Exit the VidyoConnect application by clicking the "x" in the upper right corner.
3. Click the red Quit button.

An After Visit Summary (AVS) will be available in MyChart after your provider finishes documentation of your visit.

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