


MyChart: Video Visit Patient Instructions

Video visits allow you to have an appointment with your provider using your smart phone or tablet through the MyChart app 

- x You must be in the state of California during the appointment.
- x You need to have MyChart installed on your device.
- x You need to have the MyChart App installed on your device.
- x Works best with iPhone or Android

Before Your Appointment...

- x Open the MyChart App on your device.
 - f Select the provider you wish to visit in the app.
 - f Sign on using your usual MyChart login and password.
- x Select the appointment you wish to attend.
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How to Have a Great Appointment...

- x Use Wi-Fi for the best connection possible (cellular will work, but may give interruptions).
- x You should be in a **private setting** where you can talk freely.
- x Avoid distractions during the visit (doorbells, phones, children, pets, etc.)
- x Sit in a well-lit area, with **light in front** of you. Avoid sitting with a window or bright light behind you.

How to Start the Video Visit...

1. Open the MyChart App on your device. Go to **Appointments** in the App and click on the provider's appointment time.
 2. Click on the Video Camera next to your appointment.
 3. Select **BEGIN VISIT**.
 - f It may take a few moments for the camera screen to be active.
- For more information, visit [mychart.com](#)