



# MyChart Support Set up for a Video Visit

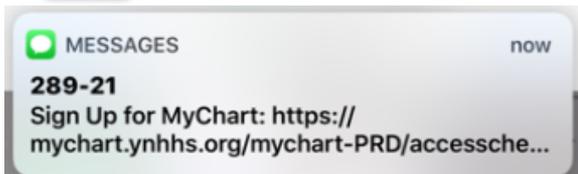
## Step-by-Step Guide

# Step 1: Guide Patient on How to Download MyChart App on their Mobile Device

Inform patient that they should have received a text/email message with an enrollment link.

1. Patient should have received a **text /email** with an enrollment link. Check MyChart Status in EPIC to determine if account has been activated. If status is “Pending Activation”, patient will need to find text with enrollment link.
2. When the patient clicked on this link, they will have been asked to create a **Username, Password, enter Date of Birth, select a Security Question, enter Secret Answer, and to Accept the terms and conditions.**
3. After clicking **Submit**, the screen will change to successfully signed up for MyChart. Patient will be presented with a download option to **download the MyChart App** using the link provided.
4. If MyChart is **Active**, ask the patient if they have downloaded the MyChart App. If not, then they will need to go to the App Store for iPhone or Google Play for Android. Patients will need to know their Apple ID or google password if its required to download apps.

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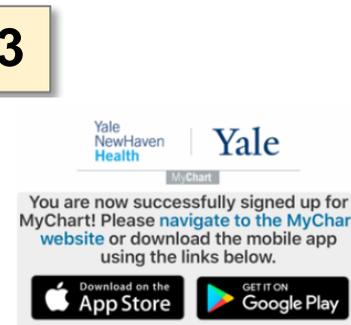


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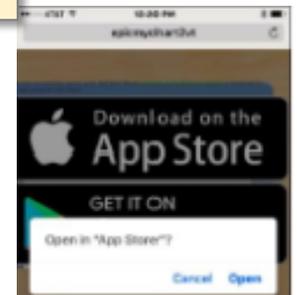
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A screenshot of the MyChart Signup form. It includes fields for Username (ZzzMyChart), Create Password (masked with dots), Date of Birth (01 / 25 / 1968), Security Question (What is the name of your first pet? BossDog), and Secret Answer (BossDog). There is a checkbox for "I agree to the Terms and Conditions." and a SUBMIT button.

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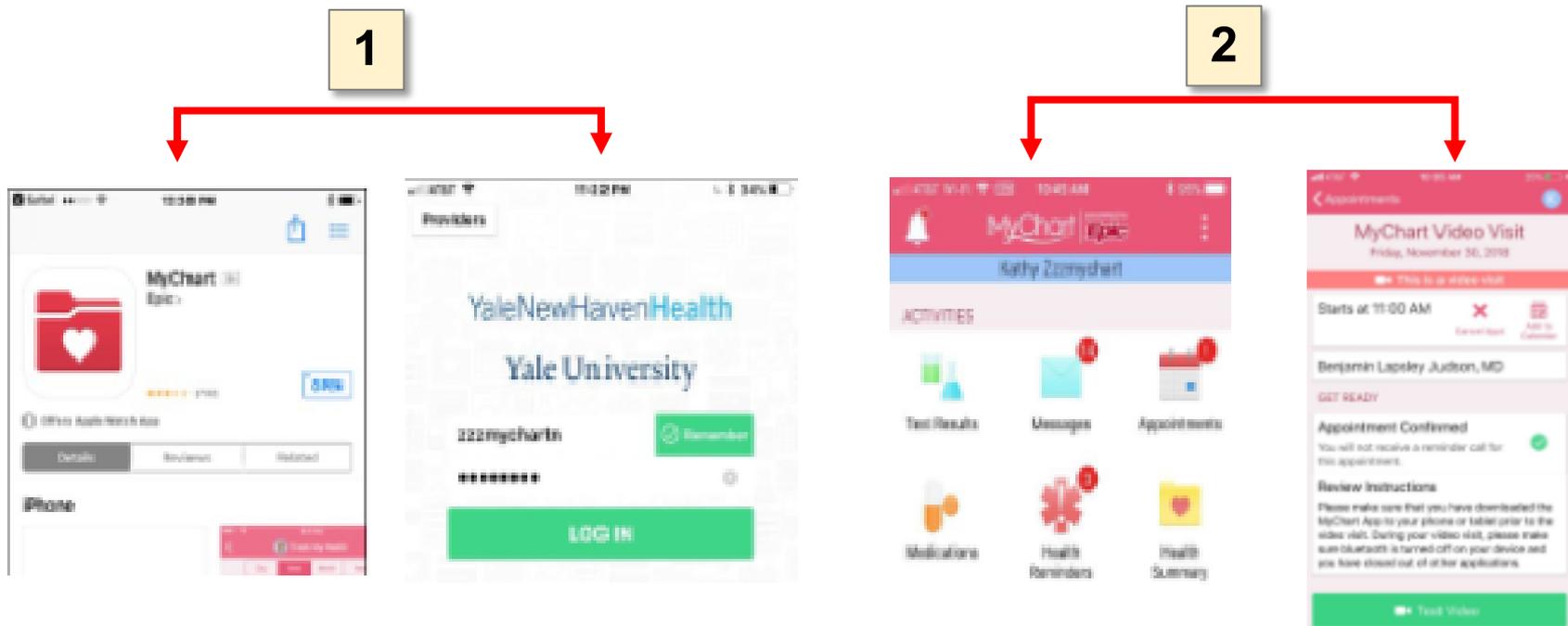


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# Step 2: Assist Patient with locating their Video Visit

1. Ask Patient to **Log Into** the **MyChart mobile App** with login ID and password.
2. Inform the patient that the **Video Visit appointment** appears in the **Appointments** section of the **MyChart App**.



## Step 3: Patient eCheck-in and Testing Video

1. Patient will need to complete the **eCheck-in** process which includes consenting to the video visit. This is done by opening the MyChart app, choosing the video visit appointment, and selecting “**eCheck-in**”.
2. As soon as the patient completes the **eCheck-in** process they will receive a message that **eCheck-in is complete**. Patient should then click “Close” in top right corner and move on to testing the video.
3. From **Appointments** patient should choose their video visit appointment again and select “**Test Video**.” The app will let patient know if they’re all set or if settings need to be altered. If appointment is less than 24 hours away, the Test Video is not available.

# Step 4: Patient Steps to take day of Video Visit

1. Ask the Patient to log into MyChart 15 minutes prior to their Video Visit.
2. When they click on the Video Visit Appointment the green button will say “Begin Visit”.

Helpful hints to share with patients:

- Turn off your Bluetooth before your video visit
- Remember to turn on microphone and speakers
- Close any open apps
- Suggest that they have the latest operating system (reference below)

## iPhone



Go to Settings > General, then tap Software Update.



## Android

Open your phone's Settings app. Near the bottom, tap System then Advanced, then System update. You'll see your update status. Follow any steps on the screen.