

MyChart Mobile is a free App available for download to access your MyChart account on your mobile device (i.e. smartphone or tablet). When accessing a MyChart Video Visit from an iOS or Android device, you must use the MyChart Mobile App.

**If you need assistance or have questions, please call 1-800-HENRYFORD (436-7936).**

Please watch our MyChart Video Visit Patient Orientation video found at: <https://youtu.be/l-aifTdwob4>

*Try It Out*

**Step 1**

From your SmartPhone or Tablet, open the Apple App Store or Google Play Store.



Available on the iPhone  
**App Store**



ANDROID APP ON

**Google play**

## Video Visit FAQ *(continued)*

### Do these visits have to be scheduled?

Yes, video visits are only available as a scheduled visit with a Henry Ford doctor.

### What doctors offer video visits?

This is a new method of healthcare delivery. Please check with your doctor's office to see if this type of visit is available.

### What happens when the doctor is disconnected before the visit is complete?

The patient is placed in the virtual waiting room until doctor re-connects.

### Should video visit be connected over Wi-Fi or cellular?

Either works for video visits.

### How do I cancel a video visit?

In the MyChart App under the appointment icon, select the upcoming video appointment. The patient has the option to "Cancel Visit". If canceling before appointment time, you will be prompted to give a reason for cancellation and then able to cancel appointment. If canceling after appointment time, you will be prompted to call department phone number to cancel.

### How much battery/power does a video visit use on a mobile device?

Your mobile device may lose anywhere from 0.5-1.5% of battery life per minute of video visit, so please ensure that your mobile device is fully charged or plugged in while on a video visit.

### How far in advance can I connect to video visit?

You will be able to connect to a video visit 10 minutes before the scheduled appointment time using the green "Begin Visit" button. Any time more than 10 minutes before the visit, the patient will see "Test Video" button.

### Will the video visit be recorded?

No, the video is not recorded or saved.

### Important Notes

- Do not use these visits for medical emergencies.
- Video visits are time sensitive. If you are unable to connect to your visit on time, the provider may no longer be available.
- Do not drive while engaging in a video visit.

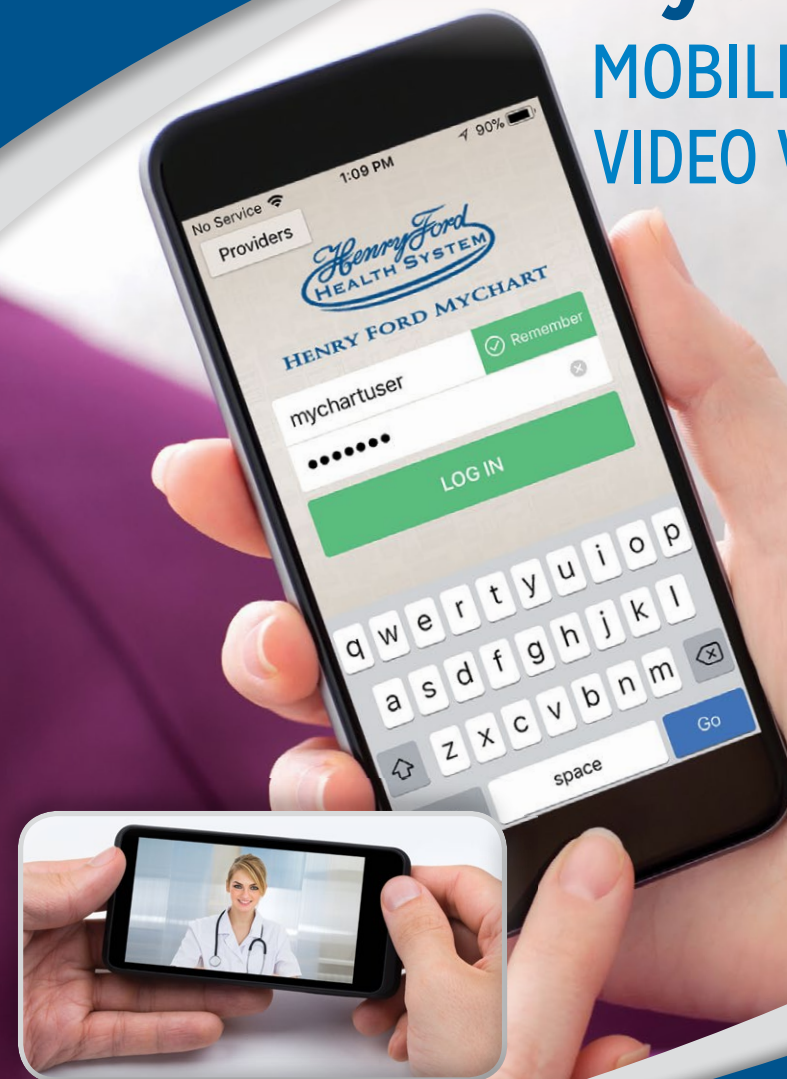
### Additional Information:

- If you need assistance or have questions, please see our our FAQ's on MyChart at [www.henryford.com/MyChart](http://www.henryford.com/MyChart) or call **1-800-HENRYFORD (436-7936)**
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all for you

# MyChart MOBILE APP VIDEO VISITS



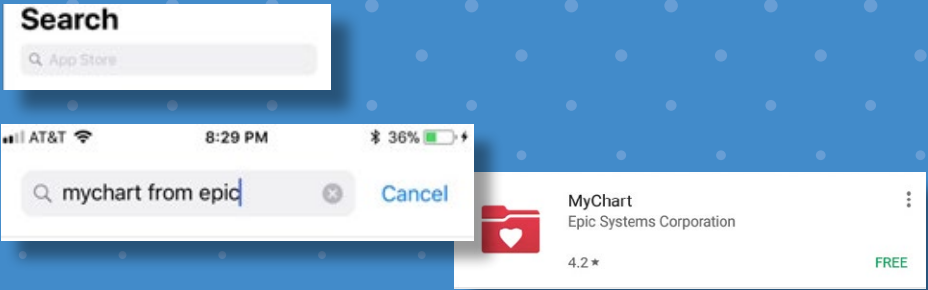
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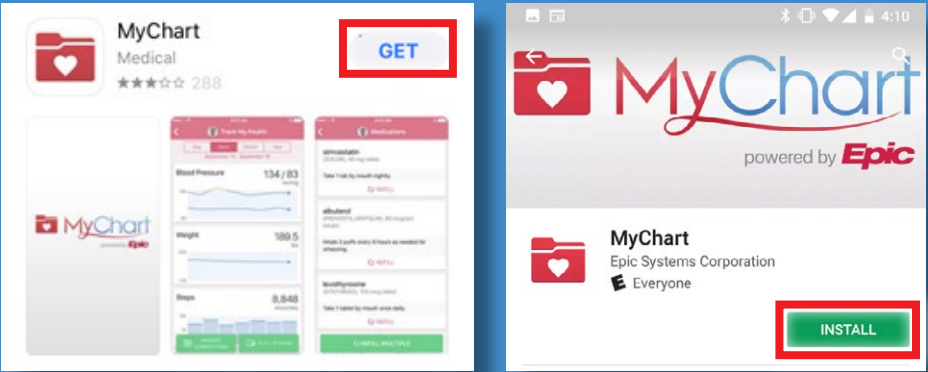
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*Download and Video Visit Usage Guide*

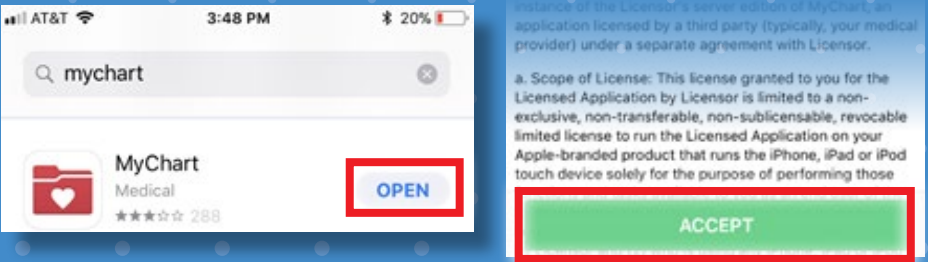
**Step 2** Within the store, search for **"MyChart from Epic."**



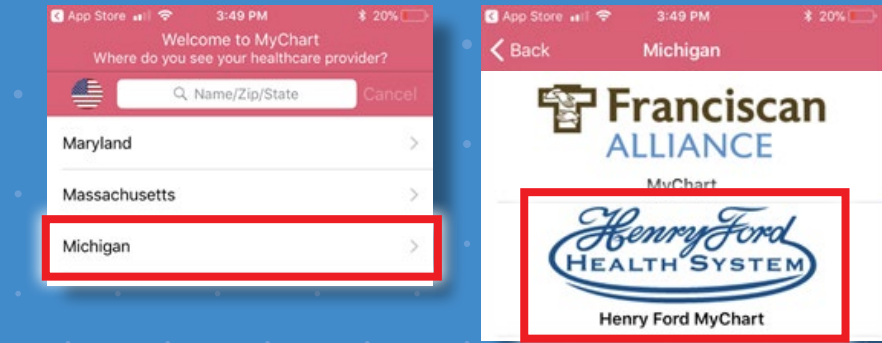
**Step 3** Click **GET** or **INSTALL** to download the app.



**Step 4** Once the app has been installed, click to open it, and accept the license agreement.

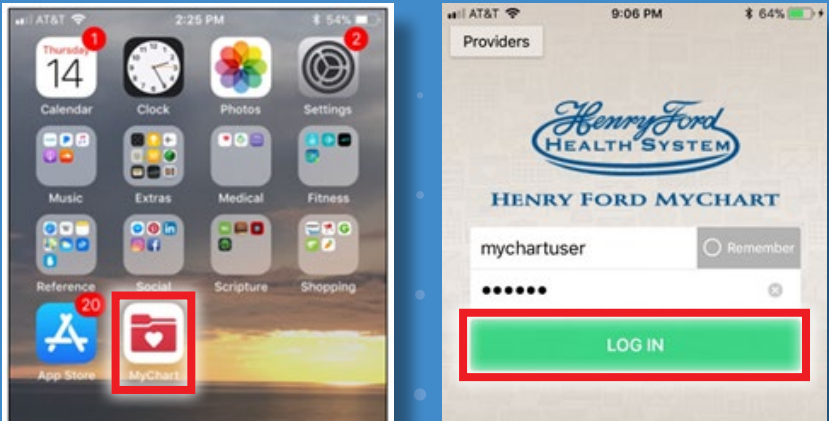


**Step 5** If prompted, "MyChart would like to use your Current Location," click on **[OK]**. If you click **[Don't Allow]**, then when prompted to select a "healthcare provider" and/or enter in a "name/zip/state", Type in "Henry Ford" or "Michigan". Scroll until you see "Henry Ford MyChart," then click to select it.

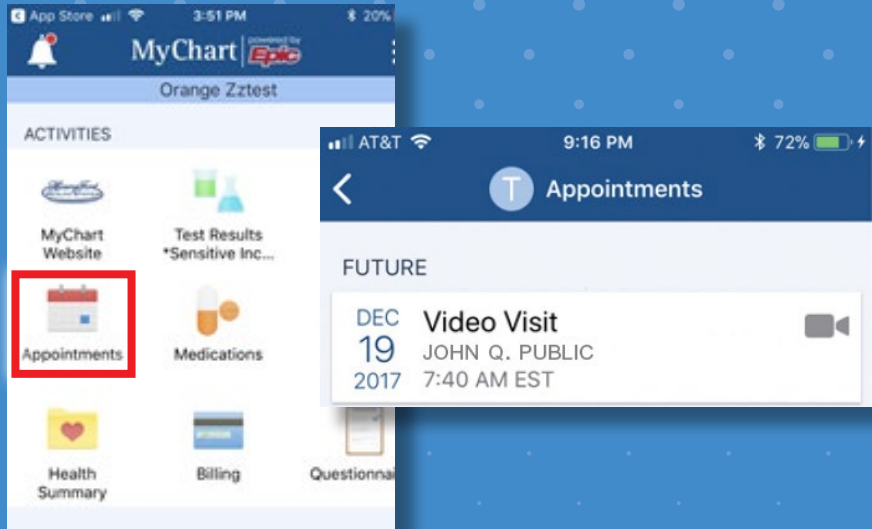


**Step 6** You will now be able to login to your MyChart account through the MyChart Mobile App. Enter your User Name and Password and click **LOG IN**.

**Note:** At your first login the app will ask to communicate with your device camera and audio, click **[Allow]**



**Step 7** Once logged in, you will be able to access the features of the MyChart Mobile App. If you have a Video Visit scheduled with your provider, it will show up under the **Appointments** tab.



## Video Visit Frequently Asked Questions



### How does a video visit work?

- Once you and your doctor discuss and agree on a Video Visit, the front desk staff will assist with scheduling.
- At time of appointment, open MyChart Mobile App and go to Appointment icon. From the patient appointment list, click upcoming appointment with video icon
- Click on the green [Begin Visit] button at the bottom of the appointment.
  - A Test Video button will display until 10-minutes before appointment start time and after appointment time has passed.
  - If patient gets disconnected from video call during the visit, they should return to this screen to re-enter the video call.
- Once video visit is initiated by patient, but doctor has not yet connected, the patient will be placed in virtual waiting room. Once doctor joins the visit, they will appear in the top box, framed in red, while the patient will appear in the lower box.
- When the patient disconnects, patient is prompted to end/leave the appointment.

### What is the cost of a video visit?

Most insurances cover these visits. Patient copay, co-insurance and deductible still apply. Patient is responsible to check with their specific insurance plan to determine if visit is covered. At this time video visits are not covered by Medicaid and some Medicare (Part A&B) policies. This visit should be covered by Health Spending Accounts (HSA) and Flexible Spending Accounts (FSA) used for medical care.

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