

Follow these instructions if you are using a web browser on a mobile device, computer or laptop that has video ability. Screenshots used are from IGoogle Chrome. Some other browsers may be used but may look slightly different.

Always remember:

- Find a quiet, private, well-lit area with access to a strong internet connection.
- Do not join your visit while driving, when you are on the go, or anywhere unsafe.
- Remove or decrease distractions.
- Dress appropriately.

Try It Out

- 1. Log into <u>https://mychart.hfhs.org/mychart/</u> with your username and password before your appointment.
- 2. Click the **Menu** button at the top of the screen then click **Video Visit On Demand (Primary Care Now).**

MyChart » Epic		MyChart	G → Log out
🖨 Menu	🕞 Visits 🖂 Messages 👗 Test Results	Medications	Rose -
	Menu		
Q Sear	ch the menu		
Find Care	9	A	
🔍 Video	Visit On Demand (Primary Care Nov	<i>N</i>)	
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🔏 View (Care Team		
Q Searc	h for Provider		
🕺 Send	an E-visit Message		

3. Confirm your location, review the list of appropriate conditions and click **I'm ready to get started**



Hergies, Hayfever
Asthma, COPD
Cold/Cough/Flu-like symptoms
Joint or Back Pain
Eye Irritation/Infection
Quit Smoking
Rash/Skin Irritation
Stomach Problems
Urinary Tract Infection
Vaginal Discharge
Other non-emergent issues

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4. Select whether you will be using a computer or mobile device and click OKAY.



5. Choose to be put in line to see the next available provider or a specific time with a provider listed.



6. Complete ECHECK-IN to verify your personal information, insurance, medications/pharmacy, allergies and health information. Scroll through and review each section, make any appropriate changes and put a check mark in the box to verify that the information is correct. Note that adding insurance information will require the insurance name, member number, group number and pictures of the front and back of the insurance card



7. Select Begin Video Visit.



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8. Your default web browser will launch automatically. Complete the hardware test to make

sure the microphone, speaker, and camera work. - Click allow access to these if prompted. - You can also click the video camera icon in the browser address window to allow access.

Hardware Test Let's make sure your hardware is ready for the call.	Camera and microphone allowed This page is accessing your camera and microphone.
Camera O	 Continue allowing https://telehealth.epic.com to access your camera and microphone
Uicrophone	O Always block camera and microphone access
()) Speaker	Microphone: Microphone (Logitech Webc 👻
Display Name	Camera: Logitech Webcam C930e (04 👻
Virtual Care	This page may need to be reloaded before the new settings take effect.
Checking your hardware	Manage Done

9. Once a successful hardware test is done, you will see your video in the lower-right corner of your screen. Click Join Call when you are ready to join.

Hardware Test: Succe You're ready for your video call.	SS.
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Logitech Webcam C930e (046d:0843)	~
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Speakers (Realtek(R) Audio)	
Display Name	
Virtual Care	
■ <u>J</u> oin Call	

10. You will be put in the Virtual Waiting Room until your doctor joins the visit.

Epic		all 🕂 •••• More Options 🚓 🗍 🚸 🖿 🛛 🔂 Leave Call
	Waiting for others to connect Patient Name: Virtual Care Appointment Time: February 17, 2023, 10:00 AM Connection Strength: all	
		Your Video Appears Here

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11. Once your doctor joins, their video will fill the screen and the video visit will begin. Click the 3 dots (...) at the top of the screen for more features such as:

- To change devices (microphone, speaker, camera)
- Switch to full screen mode

- Switch to grid view (can only be used if there are more than 2 participants)

- Change the language seen on the screen



12. You can also mute your microphone by clicking the microphone icon or turn off your camera by clicking the video camera icon.



13. Once your visit is done, click **Leave Call** to disconnect from the visit.



For questions about MyChart call (313) 876-7951 to talk to a MyChart advocate.