How to prepare for your MyChart video visit

We have expanded our ability to provide essential patient care and are able to complete most outpatient visits as video visits. We use MyChart, a secure and HIPAA compliant software, that will allow you to have a video appointment where you and the provider can see and hear each other. These instructions will walk you through the steps to make sure your video visit is successful.
Video visits on a computer
You can use a desktop or laptop computer with a camera, microphone and speaker. You must log into MyChart using Google Chrome or Safari when doing a video visit.

Video visits can also be done from a smartphone or tablet. To install the MyChart app on an Apple or Android device, search your App Store for “MyChart,” and choose UW Health. Please see the video visit instructions on the MyChart app, as they are different than these instructions.

A few days before your appointment
You will receive an appointment reminder a few days before your visit. This is a good time to log into MyChart and do the following:

Complete eCheck-In – This will ensure your personal information is up to date and will save time on the day of your visit. This can be done up to 8 days ahead of time.

Test your computer equipment – If this is your first video visit, or if you are using a computer you haven’t used before, we encourage you to complete a short computer test before the day of your visit. This allows plenty of time to work out any computer questions in advance. Be sure to test on the computer you will use for your visit. Follow the steps below to Connect to your visit and Test your equipment.

On the day of your appointment
Please log into MyChart 15 minutes ahead of time to connect to your visit and do a short equipment test. This will ensure your equipment is working at the time of your visit. You may connect up to 30 minutes before your appointment if you would like to log in earlier.
**Connect to your visit**

1. Open **Google Chrome** or **Safari**. Go to MyChart (**mychart.uwhealth.org**) and log in.

2. **Click to “begin visit”**

3. **Click “begin video visit”**
Test your equipment

4. Next, complete a short equipment test. This should be done before the day of the visit to allow time to work out any questions or issues. This will also be done at the start of each video visit.

Follow the instructions on your computer
The steps will look similar to those below

1. Test your camera

2. Test your microphone

3. Test your speaker

4. Test call

Technical support:
If you have trouble testing your equipment or connecting to your video, please call 1 (833) 692-0532, option 2.
Test your equipment continued

- When testing before the day of your visit, you will see a **Test Success** message. You may stop here and log out of MyChart.
- If you are connecting to your visit at this time, please continue.

5. **Enter a callback number** where you can be reached during the appointment if needed.

Click “Continue” to enter the waiting room.

If you arrive early for your appointment, you will wait in the video waiting room just as you would in the clinic. Your provider will join you at the appointment time.

Please be patient and allow your provider up to 10 minutes after your appointment time to arrive.

**Start your visit**

When your provider is ready to join, you will see an “Incoming Call” pop-up box. **Click “Accept” to allow your provider to join.**

As you start your visit with your provider, you should see the provider in the larger window and yourself in the smaller window.
Tips for all video visits

- Never do a video visit while driving
- Find a quiet, comfortable space where you won’t be interrupted
- Choose a well-lit area with minimal distractions
- Position your camera at eye level for the best interaction with your provider

- Your video appointment room may be dark before your provider joins
- Turn your camera, microphone, and speakers on (volume up)
- Strong wi-fi or wired internet is recommended (using a cellular signal will cause choppy video)
- Fully charge or plug in your device