

Instructions for desktop and laptop computers

# 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 Pre-Registration –

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 and is a required step prior to your video visit.

### 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.**

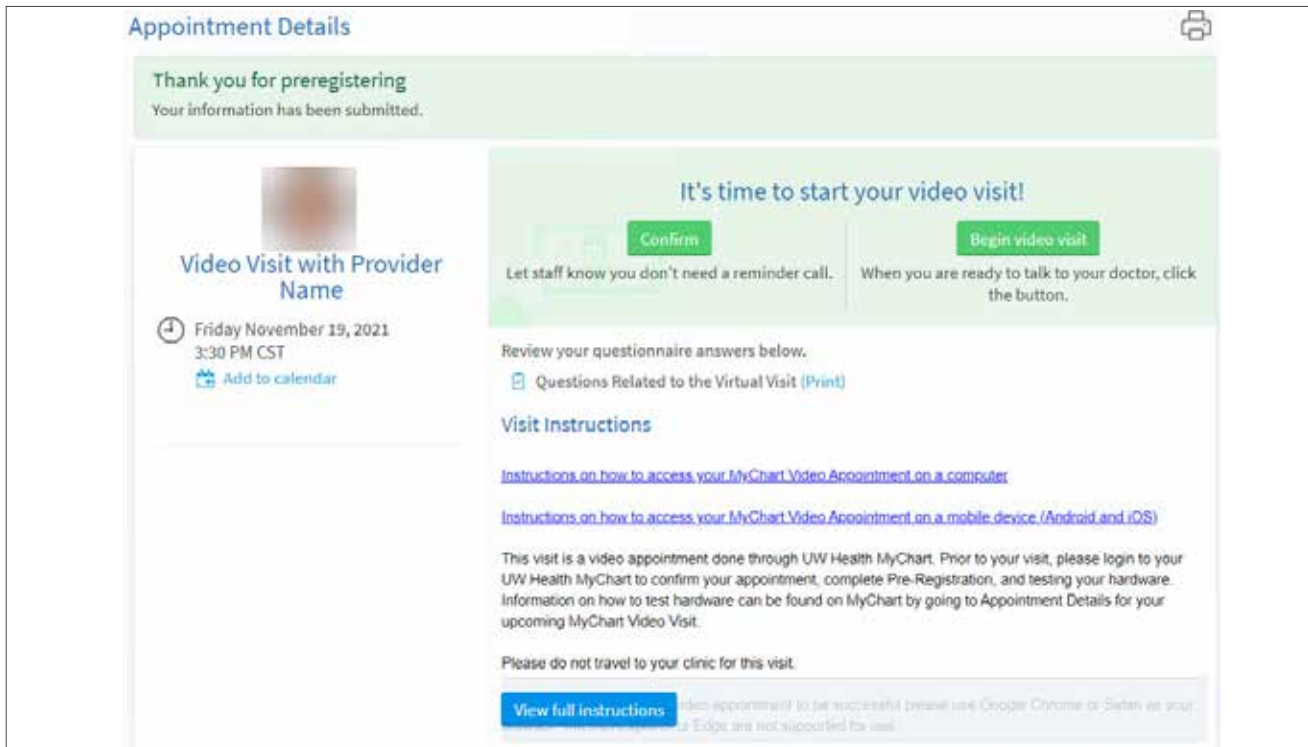
The screenshot shows the 'Appointment Details' page in MyChart. On the left, there is a blurred profile picture, the text 'Video Visit with Provider Name', and the appointment date and time: 'Friday November 19, 2021 3:30 PM CST'. Below this is an 'Add to calendar' button. On the right, a green banner titled 'Get ready for your visit!' contains three columns: 'Confirm' (Let staff know you don't need a reminder call.), 'Pre-Registration' (Remember to complete Pre-Registration prior to arriving for your appointment. A yellow box below this says 'You must complete Pre-Registration before you will be allowed to join the video visit.'), and 'Test hardware' (Test that your webcam and microphone are functioning correctly.). Below the banner is a 'Visit Instructions' section with a red warning: 'YOU MUST COMPLETE PRE-REGISTRATION BEFORE YOU WILL BE ALLOWED TO JOIN THE VIDEO VISIT'. It includes links for 'Instructions on how to access your MyChart Video Appointment on a computer' and 'Instructions on how to access your MyChart Video Appointment on a mobile device (Android and iOS)'. A paragraph explains that the visit is done through UW Health MyChart and lists the steps: login, confirm, complete Pre-Registration, and test hardware. At the bottom is a 'View full instructions' button and a link to 'Direct link for this visit.'.

## 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. Complete required Pre-Registration if you haven't done so already.
2. Open **Google Chrome** or **Safari**. Go to MyChart (**mychart.uwhealth.org**) and log in.
3. Click **“Begin video visit”**



The screenshot shows the 'Appointment Details' page in MyChart. At the top, it says 'Thank you for preregistering' and 'Your information has been submitted.' Below this, there's a section for 'Video Visit with Provider Name' with a blurred image of the provider. The appointment is scheduled for 'Friday November 19, 2021' at '3:30 PM CST', with an 'Add to calendar' button. A large green banner reads 'It's time to start your video visit!' with two buttons: 'Confirm' (with a text prompt 'Let staff know you don't need a reminder call.') and 'Begin video visit' (with a text prompt 'When you are ready to talk to your doctor, click the button.'). Below the banner, there's a section for 'Review your questionnaire answers below.' with a 'Questions Related to the Virtual Visit (Print)' link. The 'Visit Instructions' section includes links for 'Instructions on how to access your MyChart Video Appointment on a computer' and 'Instructions on how to access your MyChart Video Appointment on a mobile device (Android and iOS)'. A paragraph explains that the visit is done through UW Health MyChart and provides instructions on logging in, confirming the appointment, and testing hardware. A note says 'Please do not travel to your clinic for this visit.' At the bottom, there's a 'View full instructions' button and a footer note: 'To attend your appointment to be successful, please use Google Chrome or Safari as your browser. Microsoft Edge is not supported for this visit.'

*MyChart® is a registered trademark of Epic Systems Corporation.*

## Test your equipment

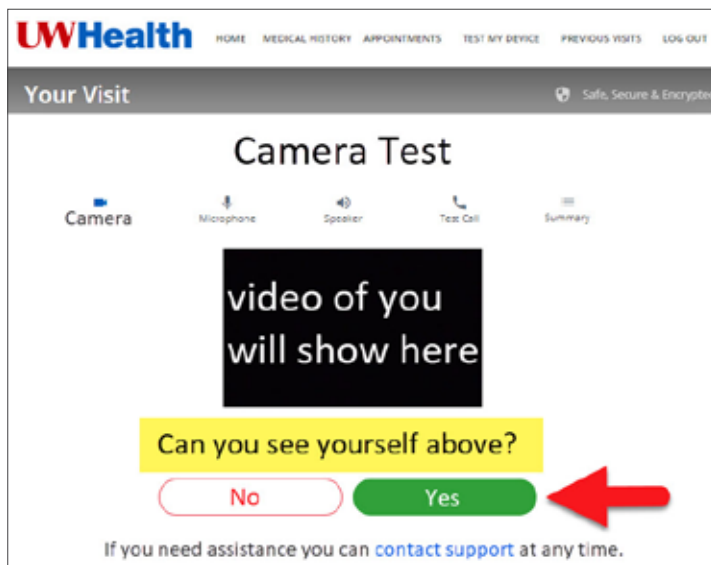
4. Next, complete a short equipment test. This should be done before the day of the visit to allow time to work out any questions or issues. This will also be done at the start of each video visit.

### Follow the instructions on your computer

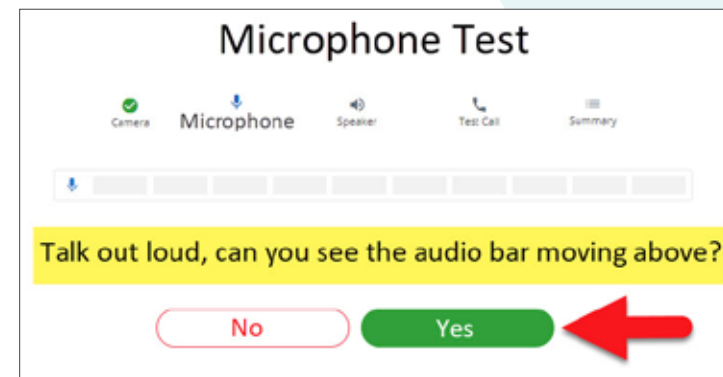
The steps will look similar to those below

### Technical support:

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



1. Test your camera



2. Test your microphone



3. Test your speaker



4. Test call

## 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.

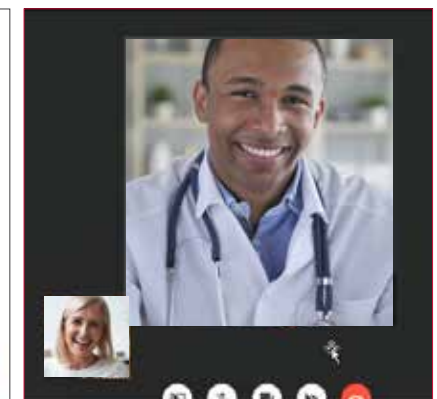
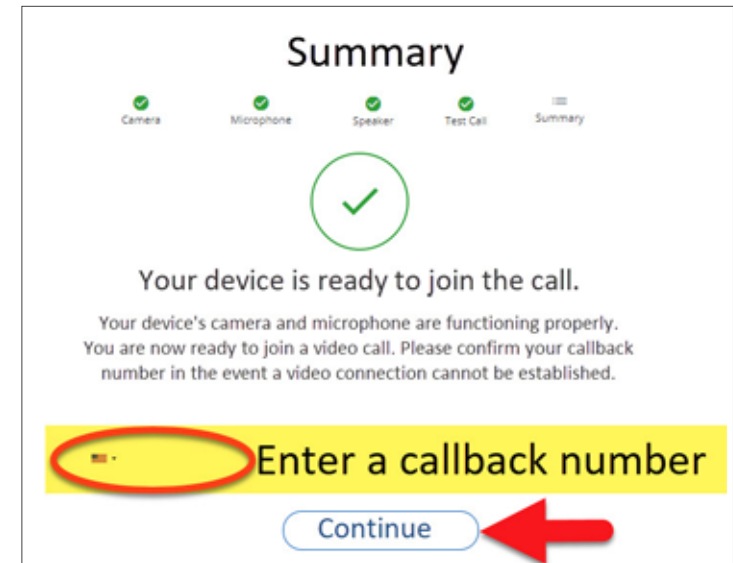
If you arrive early for your appointment, you will wait in the video waiting room just as you would in the clinic. Your provider will join you at the appointment time.

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

*My*Chart

**UWHealth**