

Instructions for  
iPhone, Android and tablets


# 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 smartphone or tablet

Use the MyChart App  to begin your video appointment. To install the MyChart app on an Apple or Android device, search your App store for “MyChart,” and choose UW Health.

Video visits can also be done from a desktop or laptop computer with a camera, microphone and speaker. If you plan to use a computer, connect to the website at [mychart.uwhealth.org](https://mychart.uwhealth.org). Please see the video visit instructions on the website 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:

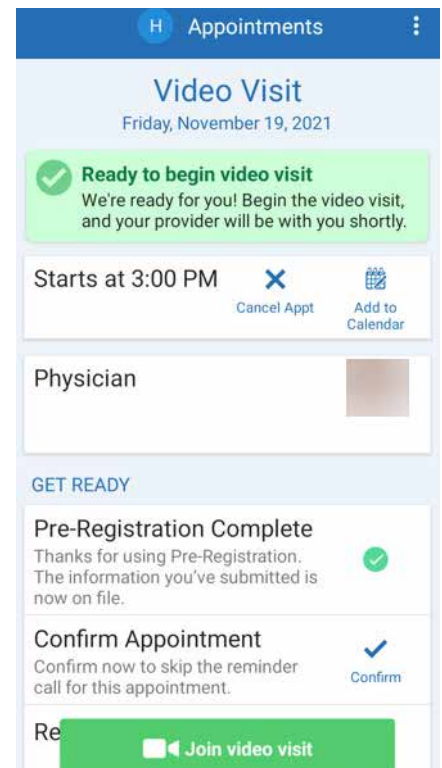
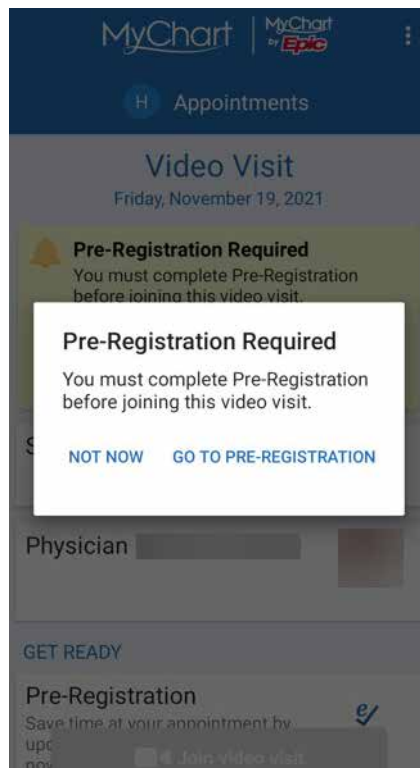
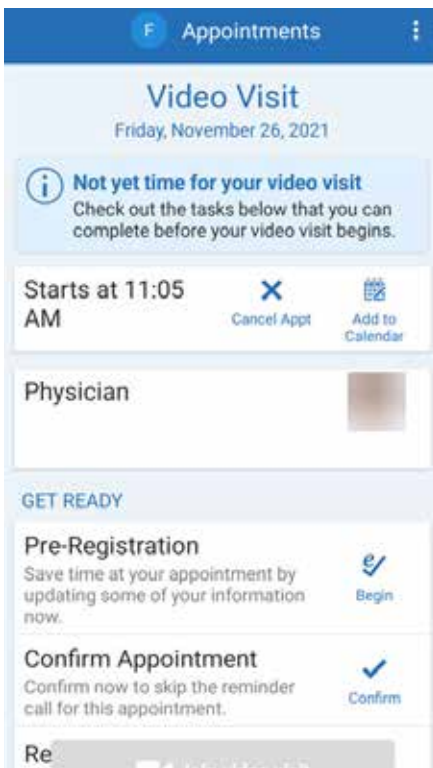
**Complete Pre-Registration** – This will ensure your personal information is up to date and will save time on the day of your visit. This can be done up to 8 days ahead of time and is a required step prior to your video visit.

### On the day of your video appointment

If this is your first video visit, please log into MyChart 30 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.

### Connect to your visit

1. Open the MyChart App  and log in.
2. Complete required Pre-Registration if you haven't done so already.
3. Click “join video visit”
4. With the video appointment displayed, **tap the “begin visit” button.**



## Test your equipment

### Technical support

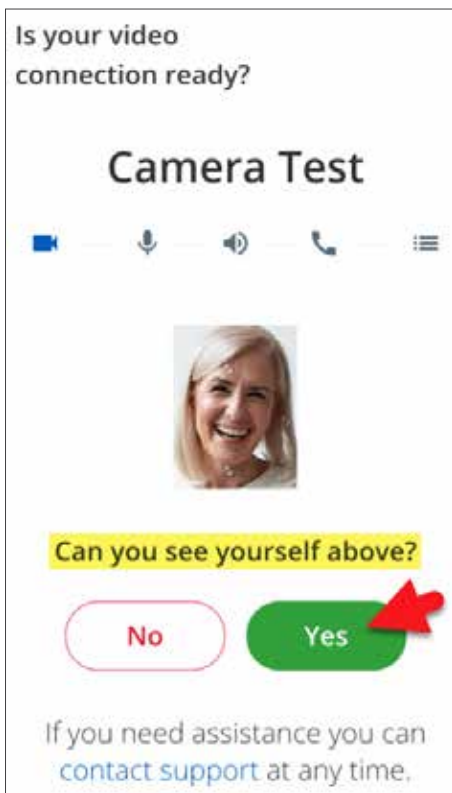
If you have trouble testing your equipment or connecting to your video visit, please call **1-833-692-0532, option 2.**

Next, complete a short equipment test. This is required at the start of each video visit.

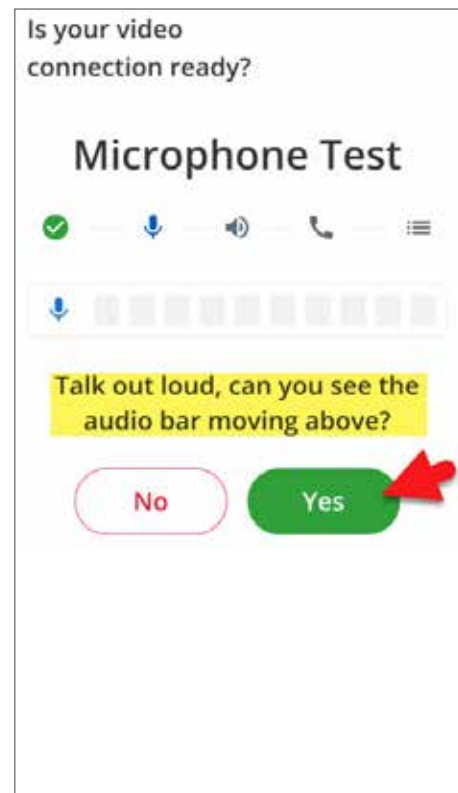
### Follow the instructions on your phone or tablet

The steps will look similar to those below.

If you are prompted to allow access to your camera or microphone, **please allow access** so that others can see and hear you.



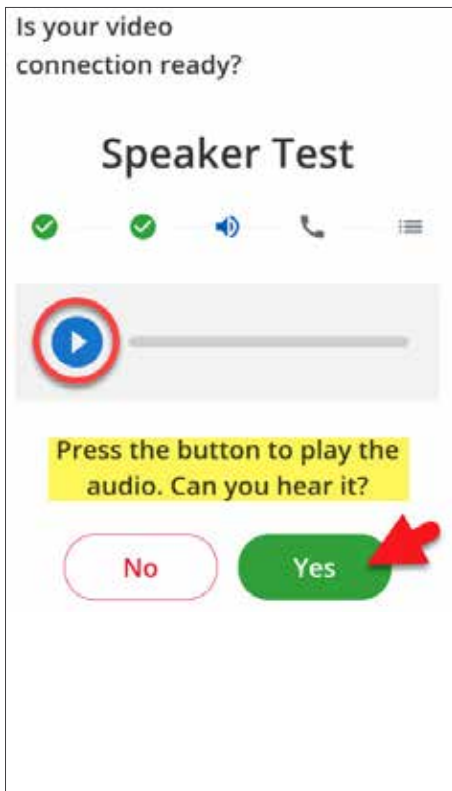
1. Test your **camera**



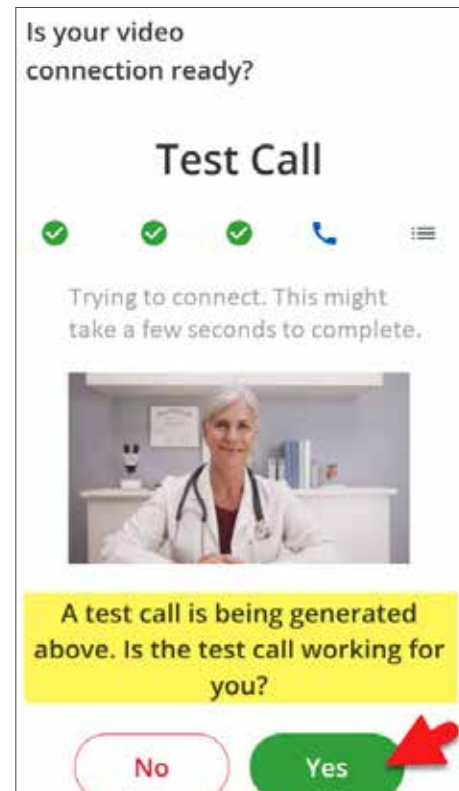
2. Test your **microphone**



## Test your equipment continued



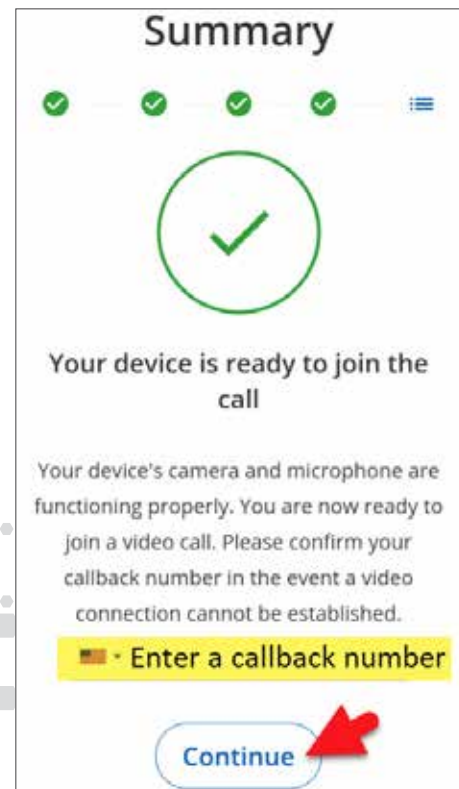
3. Test your **speaker**



4. Test call

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

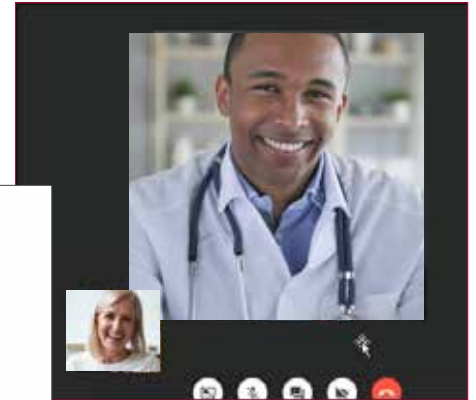
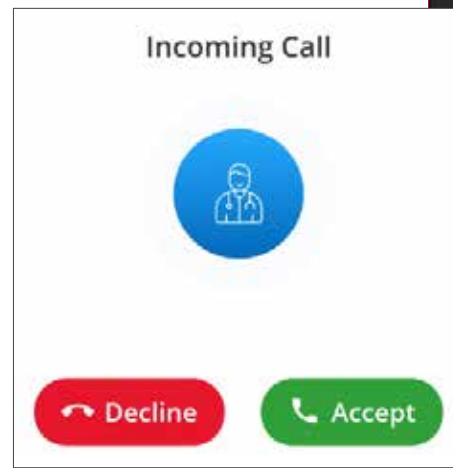
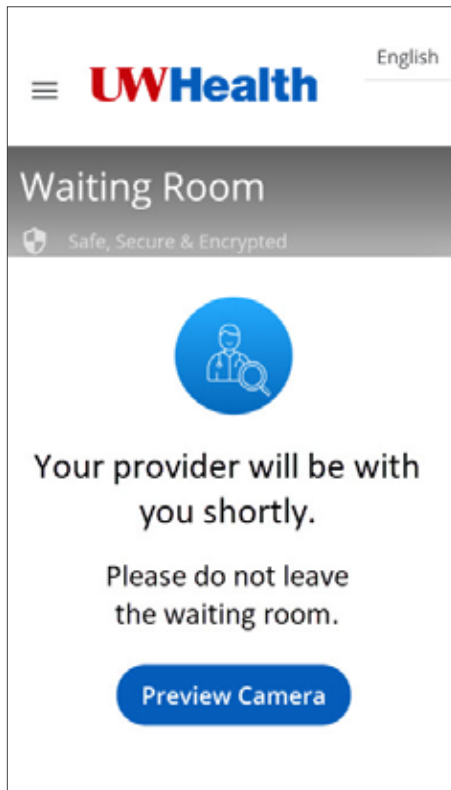
Click **“Continue”** to enter the waiting room.



## 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.**



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