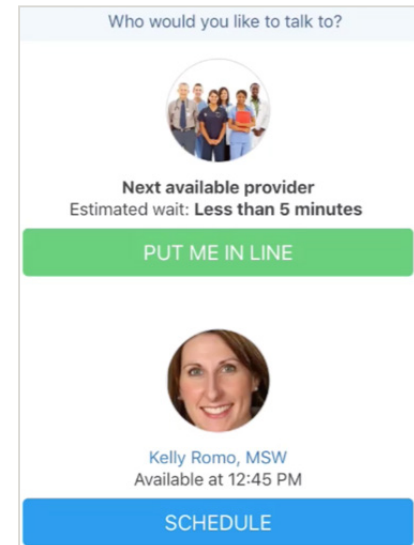


Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

You can use a web browser on your desktop or a mobile application to start a video visit. Mobile devices are preferred because most already have the appropriate camera and microphone setup for video visits. To get started, download the MyChart Mobile app from the Apple App Store or Google Play store.

## Join the Next Available Video Visit

1. Log in to the MyChart app on your mobile device and tap the **Talk to a Doctor** icon on the home screen.
2. Confirm the state you are currently in. Your device might request access to location services.
3. Select your reason for visit from the list of options.
4. After you have provided this information, select **Put Me In Line** to be seen by the next available provider. You can choose to receive a notification by SMS or email when your provider is ready to see you.



## Schedule a Future Video Visit

1. Log in to the MyChart app on your mobile device and tap the **Appointments** icon on the home screen.
2. Confirm the state you are currently in. Your device might request access to location services.
3. Select your reason for visit from the list of options.
4. After you have provided this information, select **Schedule** to select an appointment time for your video visit.

## Join a Scheduled Video Visit

1. At least 15 minutes prior to your video visit appointment, log in to the MyChart app on your mobile device and tap the **Appointments** icon on the home screen.
2. Your scheduled video visit appears in this list. Tap it to open the details.
3. Tap **eCheck-In** to complete the necessary steps prior to beginning your visit.
4. After you have completed eCheck-In, tap **Begin Visit** to ensure you're able to connect.
5. If the connection was successful, you will be placed in a virtual waiting room. Your provider will be with you shortly!