



Your Guide to MyChart Video Visits Smartphones/Tablets



1

Schedule a Virtual Visit

- ▶ Call your Primary Care Clinic.
- ▶ Request appointment through your MyChart account.

2

Download These Apps

- ▶ If you already have the MyChart app, make sure it is the most recent version.



ZOOM Cloud Meetings
Meet Happy



MyChart
Epic

3

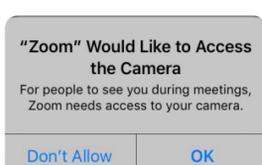
Set Up and Test

- ▶ Open the MyChart app. You may need to accept the license agreement and select the Yakima Valley Farm Workers Clinic logo from the list of Washington and Oregon providers.



Test Your Video Connection

- ▶ Open Zoom app. Then enter your first and last name. Click "OK" to allow Zoom to access your camera and audio.



- ▶ Select "Join with Video." Your connection is successful when you see yourself on the screen. This is a test, no one else will join you. To end the test, tap "Leave" in the upper right corner, then "End Meeting."



If you are having trouble, call your Primary Care Clinic and request MyChart assistance.

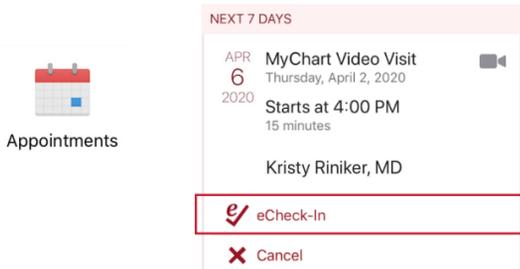
4

At Your Video Visit

- ▶ Be ready to join the video virtual visit at least 15 minutes before your scheduled time.

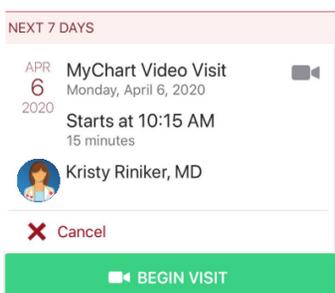
Join the Visit

- ▶ Within 24 hours of your appointment, you can e-Check In. Select "Appointments" then select "e-Check In." You are required to e-Check In prior to your visit.



- ▶ You are able to start your visit 30 minutes before your appointment start time. Make sure you connect at least 15 minutes prior. Go to "Appointment," select the camera icon.

- ▶ Select "Begin Visit."



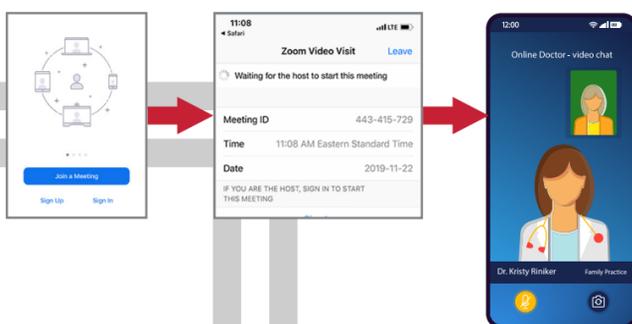
- ▶ If prompted click "OK" to allow Zoom to access your camera and audio. Then if prompted, select "Call using Internet Audio."



- ▶ If the provider has joined virtual visit, you select "Join with Video."



- ▶ If the provider has NOT yet joined the virtual visit, select "Join Meeting." Next, you will be prompted to wait until the provider can join the virtual visit.



Tips for successful visit:

- ▶ Make sure you have a good Wi-Fi connection.
- ▶ During your video visit make sure to be in a location that is private, quiet, and free from distractions.