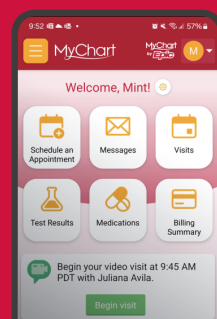


Your Guide to MyChart Video Visits

Video visits can only be done if you're in the same state as your provider.



1

Schedule a Video Visit

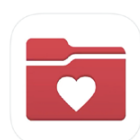
Call or text your Primary Care Clinic, OR schedule an appointment through your MyChart account.



2

Download the App

If you already have the MyChart app, make sure it's the most recent version.



MyChart
Epic

3

Set Up and Test

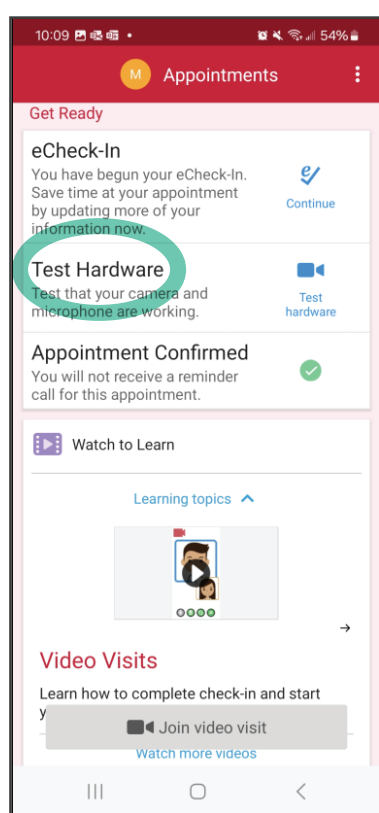
Open the MyChart app. Accept the license agreement. Select the Yakima Valley Farm Workers Clinic logo from the list of Washington and Oregon providers.



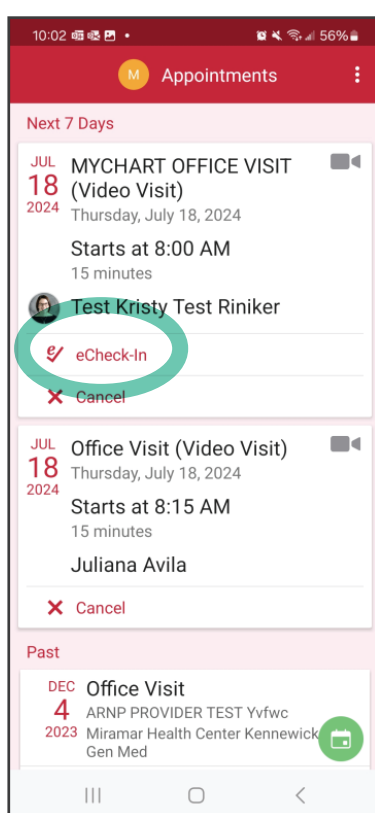
If you have trouble, call your Primary Care Clinic and request MyChart assistance.

At Your Video Visit

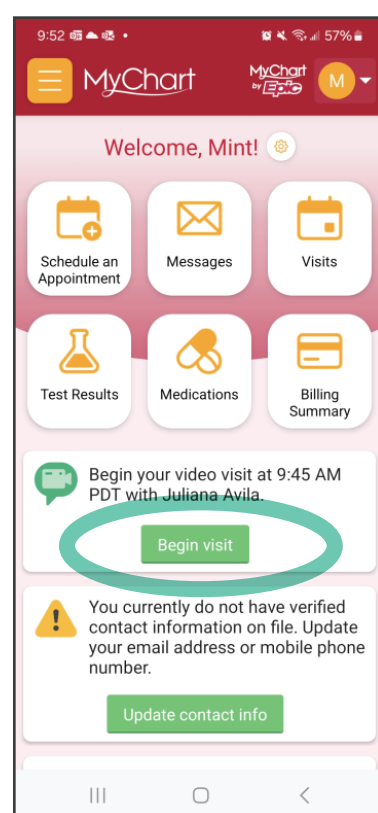
You are required to e-Check in prior to your visit. Be ready to join your video visit at least 15 minutes before your scheduled time.



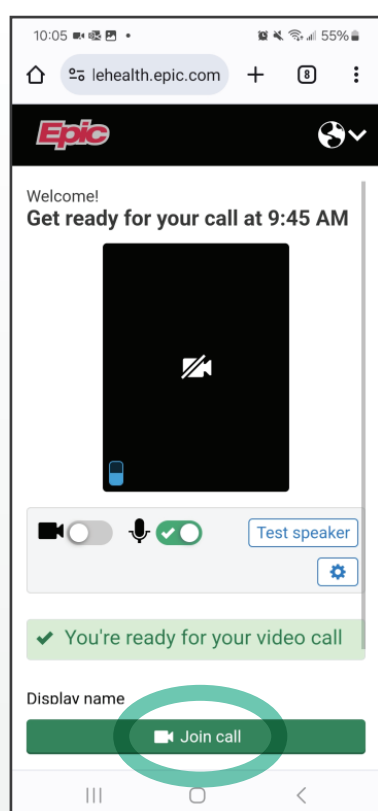
You can test your Camera and Audio settings ahead of the appointment by selecting "Visits", clicking on the appointment, and clicking "Test Hardware".



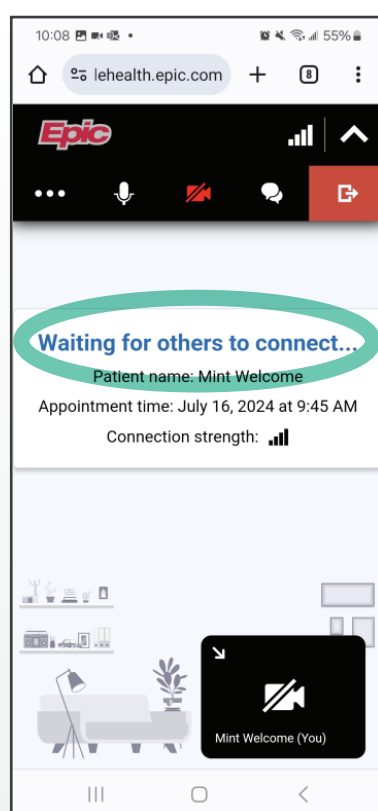
Within 48 hours of your appointment, you can e-Check in. Select "Visits" then select "e-Check in".



You may start your visit 30 minutes before your appointment. On the Home Screen, click "Begin visit".



If prompted, Allow the application to access your camera and audio. Click "Join Call".



If your provider has not joined the call yet, you will be placed in a waiting room until they join the call.

Tips for a Successful Visit



Make sure you have a good Wi-Fi connection or Cell Service.



Find a location that is private, quiet, and free from distractions.



Join the video visit at least 15 minutes before your scheduled time.

