

<b>Application:</b> MyChart
<b>Affected Role:</b> Patients
<b>Revision Date:</b> 4/5/2023
<b>Epic Version:</b> May 2022

## Welcome to MyChart Video Visits

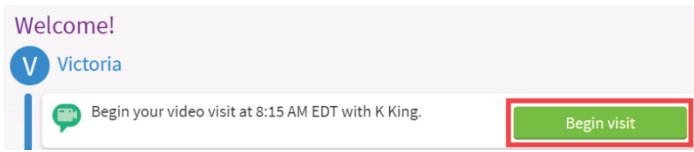
MyChart Video Visits allow you to interact face-to-face with your Trinity Health providers from home or work. You can connect to a scheduled Video Visit with or without an active MyChart account. You may connect by logging into your active MyChart account via the Trinity Health MyChart website ([mychart.trinity-health.org](http://mychart.trinity-health.org)) on a PC or mobile device using the TH MyChart mobile app (iOS/Android), or by simply following the check-in link sent via email for those without a MyChart account.

## Connect to Your Video Visit through MyChart

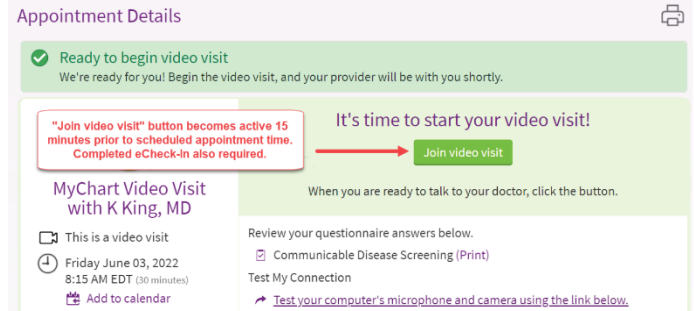
You can connect to the video session 15 minutes prior to your scheduled appointment time from the **Appointment Details** screen in MyChart.

- 1. Login to MyChart 15 minutes prior to your scheduled appointment time, via PC, iOS, or Android.** See the *MyChart Video Visit Requirements* section of this document for additional specifications.

- 2. Find your video visit reminder on the homepage shown immediately after logging in and select Begin visit to access the Appointment Details screen for the visit.** This button will display as “Begin video visit” 15 minutes before your scheduled appointment time.



- 3. Click Join video visit to launch the video session window.** The visit will open in a new window using your default web browser. If the **Join video visit** button is inactive (grayed out and unable to be selected), please verify you have completed your eCheck-in and the appointment is scheduled to begin within the next 15 minutes.



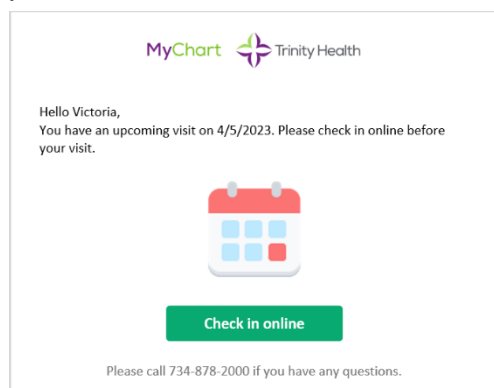
- 4. Enter your contact information in the fields provided and mark the checkbox to confirm.**

- 5. Confirm your microphone and camera devices are functioning properly.** You should be able to see yourself on video and see the microphone volume bars moving when you speak. You may need to allow your web browser to access these devices via a popup window.

- 6. Remain on the “You are the next patient to see...” screen until your provider connects to the visit.** When the provider connects, this screen will automatically redirect to the video session, where you will be able to see and speak with your provider.

## Connect to a Video Visit without a MyChart Account

You can connect to the video session 15 minutes prior to your scheduled appointment time by following the link sent to your email.



## Troubleshoot your MyChart Video Visit

If you are experiencing poor quality and/or connection issues, try the following:

1. **Verify you launched the visit using Google Chrome, Microsoft Edge or Safari.** If not, close and relaunch the session using one of the listed browsers. If so, refresh the browser window.
2. **Verify the browser used for the video visit has access to your camera and microphone.** To allow access after denying, close and relaunch the session to be prompted again.
3. **Allow pop-ups and/or disable pop-up blockers that may be preventing the video visit from launching.** Steps for doing so vary by device, but generally the settings can be found in the Control Panel or Internet Browser settings.
4. **Close other applications that may be open on the device,** particularly those that may already be utilizing the microphone and/or video hardware on the device (such as Zoom, IM applications, Camera, etc.)

For questions about MyChart or help logging in, please call **(insert number here per HM):**

Who can I call if I need additional support?
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>Delaware</b> and you have additional questions related to your account, please contact our <b>Delaware MyChart Support</b> line by dialing <b>1-215-918-9006</b> .
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>Florida</b> and you have additional questions related to your account, please contact our <b>Florida MyChart Support</b> line by dialing <b>1-954-501-0825</b> .
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>Georgia</b> and you have additional questions related to your account, please contact our <b>Georgia MyChart Support</b> line by dialing <b>1-706-343-3988</b> .
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>Idaho</b> and you have additional questions related to your account, please contact our <b>Idaho MyChart Support</b> line by dialing <b>1-208-367-6441</b> .
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>Indiana</b> and you have additional questions related to your account, please contact our <b>Indiana MyChart Support</b> line by dialing <b>1-574-203-5097</b> .
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>Maryland</b> and you have additional questions related to your account, please contact our <b>Maryland MyChart Support</b> line by dialing <b>1-301-754-7363</b> .
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>Michigan</b> and you have additional questions related to your account, please contact our <b>Michigan MyChart Support</b> line by dialing <b>1-844-982-4278</b> .
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>New York-St. Joseph's</b> and you have additional questions related to your account, please contact our <b>New York St. Joseph's MyChart Support</b> line by dialing <b>1-315-726-7819</b> .
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>New York-St. Peter's</b> and you have additional questions related to your account, please contact our <b>New York St. Peter's MyChart Support</b> line by dialing <b>1-518-261-3568</b> .
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>Ohio</b> and you have additional questions related to your account, please contact our <b>Ohio MyChart Support</b> line by dialing <b>1-844-805-4357</b> .
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>Oregon</b> and you have additional questions related to your account, please contact our <b>Oregon MyChart Support</b> line by dialing <b>1-208-367-6441</b> .
If you are a patient or a proxy to a patient who receives their care from a hospital or health care provider in <b>Pennsylvania</b> and you have additional questions related to your account, please contact our <b>Pennsylvania MyChart Support</b> line by dialing <b>1-717-818-0006</b> .