

Video Visits for MyChart DESKTOP



Thank you for scheduling a video visit with your provider. Video visits are a convenient way to receive care without going to a hospital or clinic. During a video visit, you will receive the same quality care and personal attention as you would during an in-person appointment.

You can use a web browser on your desktop to start a video visit from your **active** MyChart account. Your desktop must have a web camera and microphone built in or connected to it.

What You'll Need

- Active MyChart Account
- Access to **spectrumhealthlakeland.org/mychart**
- Connection to Internet (WiFi or broadband internet).
- Functioning web camera (built-in or connected to your device)
- Functioning microphone (built-in or connected to your device)

Please follow these guidelines and instructions for the best experience with your Video Visit.

- Ensure device is adequately charged or plugged in.
- If at any time you experience difficulties connecting, call your provider's office.
- Make sure the visit occurs in an environment that allows you to appropriately protect your privacy. Examples would include an office, your home or in a parked car.
- Allow yourself plenty of time to start your video visit. You can login 20 minutes prior to the scheduled appointment time, no sooner. Video visits that start late may be cancelled.
- In order for all patients to receive care in a timely manner, we ask that you be prepared for this visit and carefully follow the step-by-step instructions below.

Use these tips to successfully communicate through video with your provider.

- **Establish eye contact.** Remember to look into the camera when talking with your provider. Make sure your webcam is at eye level.
- **Consider your setting.** Examine the space around you. What kind of lighting is in the room? What will the provider see behind you? What kind of background noise will they hear? If possible, choose a spot with plenty of light.
- **Reduce background noise.** This can be tricky when there are a lot of people in the house! If you can, find a quiet activity for the kids—or your roommates—in a separate room.
- **Get comfortable.** You'll have an easier time focusing on the visit if your body is comfortable.
- **Wear loose clothing.** If you'll need to show the provider something on your skin or a specific part of your body, wear something that'll be easy to move so that the provider can see clearly.
- **Close other applications.** Some applications will slow down your internet connection. And even if they don't, closing them will cut down on distractions.
- **Have others sharing your internet connection stop.** Too many devices on one network streaming videos and utilizing high amounts of data at the same time as your visit can interfere with your video visit.
- **Give your provider feedback.** Were you comfortable with the visit? What could be done differently next time?

Sign up today:

(800) LAKELAND
spectrumhealthlakeland.org/mychart



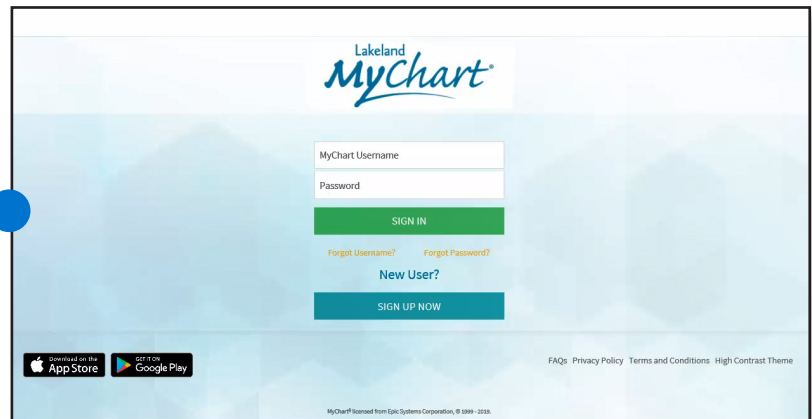
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Using MyChart Video Visits

Download required apps

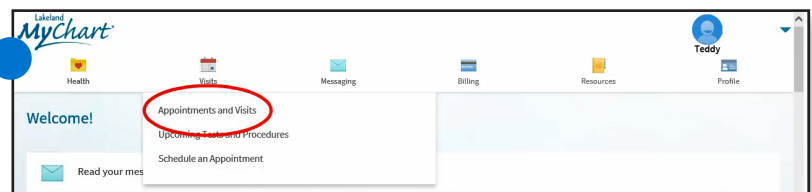
1. At least 20 minutes prior to your video visit appointment, log in to the MyChart website on your computer.



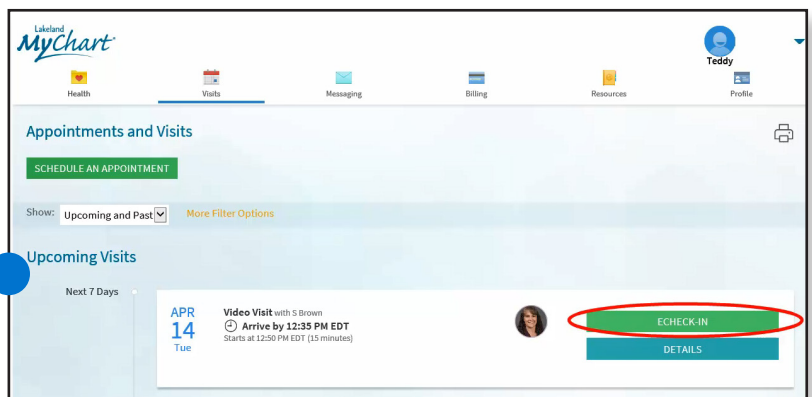
2. Select the **Visits** icon.



3. Select the **Appointments and Visits** option.



4. Your scheduled video visit appears in this list.



5. Click **ECHECK-IN** to complete the necessary steps prior to beginning your visit. If this is already complete, click the **DETAILS** button.

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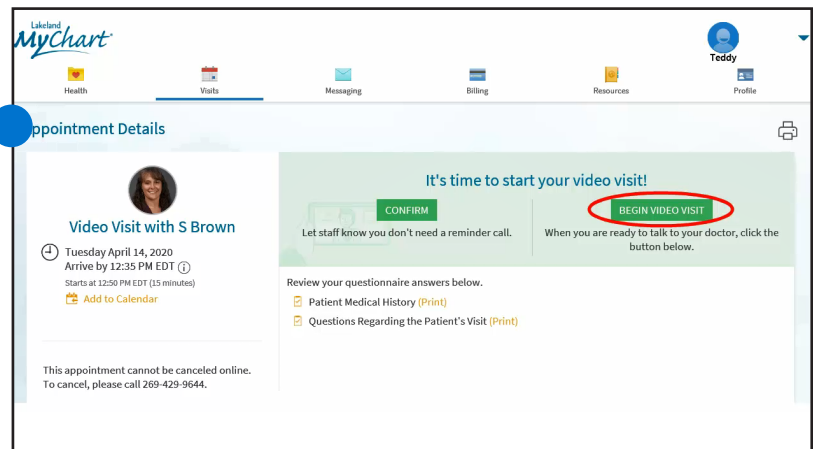
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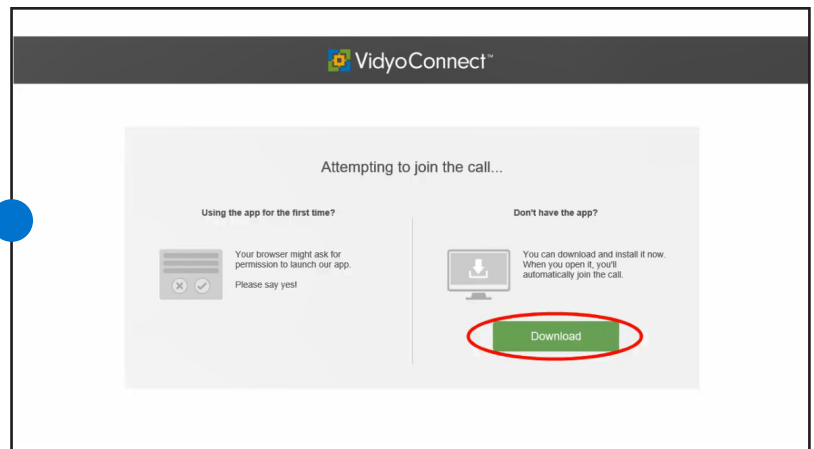


6. After you've completed eCheck-in, click **BEGIN VISIT**. You can log in 20 minutes prior to the scheduled appointment time, no sooner.

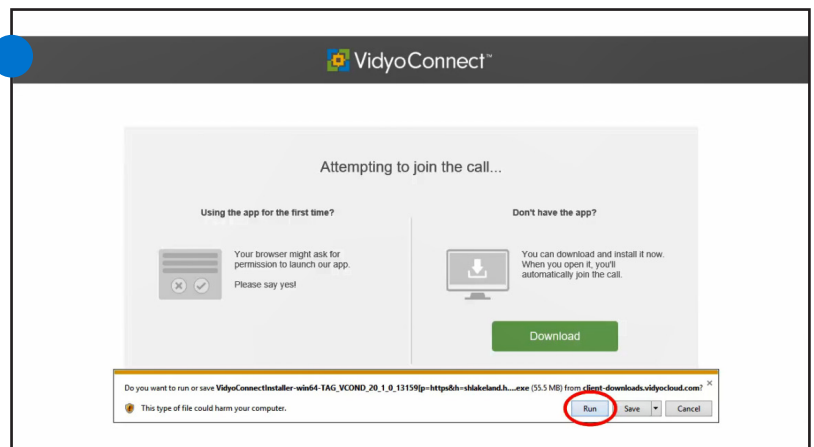


7. MyChart will open a web browser.

8. If a pop up appears, click the **Open VidyConnect** button. If this is your first Video Visit, you will need to download the VidyConnect app. Click the **Download** button.

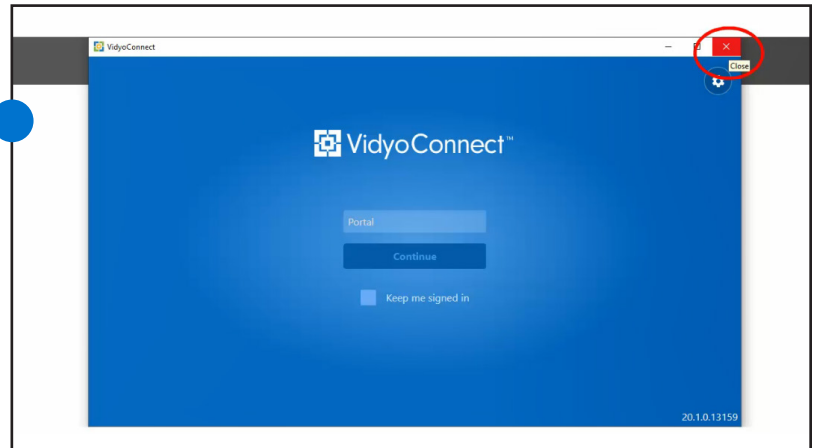


9. Click the **Run** button located at the bottom of your screen.

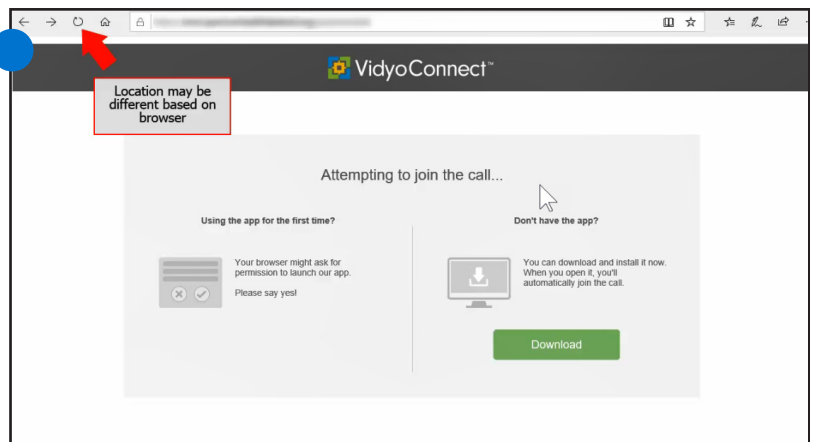


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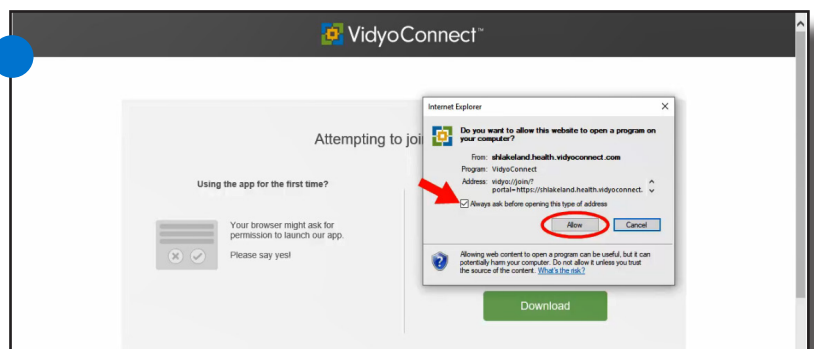
10. If you are not placed into your virtual waiting room for your visit, you will need to close the VidyoConnect app by clicking the "X" in the upper right hand corner.



11. Return to your web browser and click the **Refresh** button.



12. A pop up window may appear asking you to allow the VidyoConnect app to launch. To prevent this pop up from appearing for future visits, remove the checkmark on the pop up and click **Allow**.



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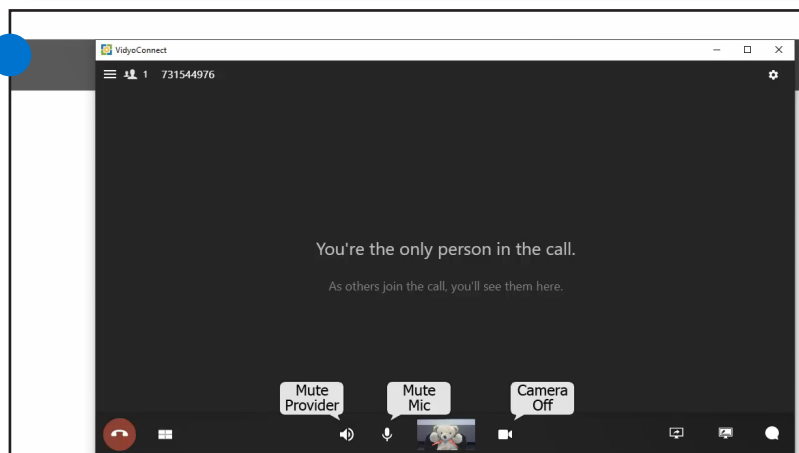
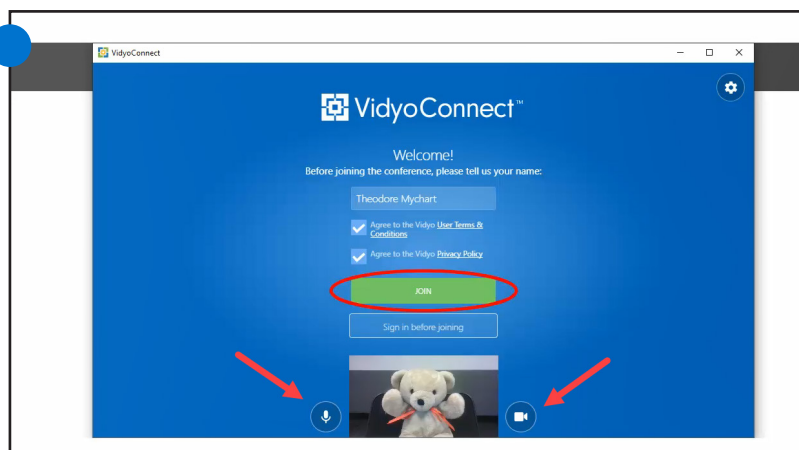


13. The VidyoConnect app will open, displaying your name. Before you can join, you must select both checkboxes for the Terms & Conditions and Privacy Policy.


14. Make sure that your audio and video are active by looking at the icons at the bottom of the screen. The image shown is a preview of what your provider will see.

15. When you are ready, click the green **Join** button.

16. If the connection was successful, you'll be placed in a virtual waiting room. You may be the first person to arrive to your visit. Please wait for your provider to join - they will be with you shortly.



When you have finished speaking with your provider, it's time to end the call.

1. Click the red  **Leave the call** phone icon.
2. Exit the VidyoConnect application by clicking the "x" in the upper right corner.
3. Click the red Quit button.

An After Visit Summary (AVS) will be available in MyChart after your provider finishes documentation of your visit.

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