

## MyChart Video Visit: *What to Expect*

Connect with your health care team virtually with a MyChart account! MyChart is a secure online health management tool that allows you to reach your providers from your own home. For your next appointment, consider a virtual MyChart Video Visit.

### Prepare for Your Video Visit

Log in to your MyChart account and complete the eCheck-In and Hardware Check. This can be done starting a week before your appointment, but should be completed at least 30 minutes prior to your appointment.

- Log in to MyChart at [mychart.stormontvail.org](http://mychart.stormontvail.org).
- Select Appointment Details for the upcoming appointment.
- Complete eCheck-In to update your personal information, check medications and sign consent, just like you would at the doctor's office.
- Complete Hardware Check to ensure your camera, microphone and speakers are working.

### Begin Your Video Visit

Log in to your MyChart account a few minutes before the start of your appointment.

- Log in to MyChart at [mychart.stormontvail.org](http://mychart.stormontvail.org).
- Select Begin Visit in the Welcome Feed.
- In the Appointment Details, select Begin Video Visit.
- You will be asked to complete one final hardware check first.
- Select "Join Call," and your provider will join you shortly.

### Additional Tips for Success

- Find a quiet and private area for virtual appointments.
- Give your undivided attention – no multitasking.
- Update your web browser to the latest version for best quality.
- Secure a strong internet connection.
- Log out of other applications that use video or audio capabilities and limit streaming or online gaming on your WiFi network during the visit.

### Need Help With MyChart?

For more information and assistance with MyChart, call (866) 456-7319 or (785) 354-5430.

