



EZCare Video Visits Through MyChart – Tip Sheet

Accessing a Christ Hospital physician is now easier than ever, with EZCare Video Visits through MyChart. Video chat with your provider from the comfort and safety of your own home using your smartphone, tablet or computer.

STEP 1: Call your provider's office to see if a video visit is right for you.

- If it is, the scheduler will book an appointment time that's convenient for you.
- You'll need an active MyChart account to conduct your video visit. Your provider will help you set one up during the call, if you don't have one already.

STEP 2: Confirm your technical requirements are in place – in advance of your video visit.

If using a smartphone or tablet:

- Download the free MyChart mobile app. Apple/iOS users, download [here](#). Android users, download [here](#).
- If you already have the MyChart app downloaded, be sure it's the latest version, **v9.2.6**.
- Download the free Zoom Cloud Meetings App onto the device you will be using. Apple/iOS users, download [here](#). Android users, download [here](#). [The Zoom app says "Meet Happy" near the Zoom icon in the app stores.]

If using your computer:

- You can access your MyChart video visit [here](#) – as long as your computer has a webcam. Note that when you start your appointment, it will be through a "Zoom" meeting, but you should start your appointment inside MyChart and follow the prompts.
- Preferred browsers are Safari and Chrome. Edge works as well.
- If using a work computer, there may be a firewall that prevents Zoom from working. If using a work computer, try launching Zoom in advance of your visit to ensure it's not blocked.
- Ensure your pop-up blocker is turned off to allow Zoom to function properly.
- Check your sound to make sure it is not muted. You can open an online video or music with sound to test out your audio.
- It's also a good time to consider the position of the camera for best face-to-face engagement, as well as remove any items that might be a distraction during the appointment.

Try logging in to your MyChart account, in advance of your visit, to be sure you don't have any login issues.

(cont'd next page)

STEP 3: Complete your eCheck-in

- eCheckin allows you to edit or confirm your demographic, medication, insurance and related information ahead of your appointment.
- You can complete your eCheck-in up to seven days before your visit.
- To complete eCheck-in:
 - Log in to MyChart.
 - Click Appointments (or Appointments & Visits if on a computer).
 - Click your Video Visit and then the eCheck-in icon.
 - Follow all the prompts, including consenting to your visit by reviewing and signing the necessary documents.
- Once complete, the Begin Video Visit button will be available.

STEP 4: Find a place to do your video visit.

- About 10 minutes before your appointment, go to a quiet, well-lit location where you are getting a good Internet connection.
- We recommend using Wi-Fi at your home or work. If you are meeting over a cellular network, this will use a considerable amount of data.
- Have the number to your provider's office handy in case of technical issues.
- Make sure your device is fully charged and/or plugged in.
- Have a pen and paper nearby to take notes about things you want to remember. You will also receive an After-Visit Summary of your appointment through MyChart.
- Also, state law requires you to be in the same state in which your provider is licensed. So you must be in the state where you usually see your provider at the time of the visit.

STEP 5: Begin your Video Visit.

- Log in to MyChart. Be sure to select The Christ Hospital Health Network as your organization (if you have multiple MyChart accounts with different healthcare organizations).
- Click Appointments (or Appointments & Visits if on a computer)
- Click on your Video Visit appointment.
- Click Begin Video Visit.
- Zoom will launch in a separate window if on a computer, or a separate app if on a mobile device.

STEP 6: Wait for your provider to arrive.

- He or she will join the visit right around the appointment time, so don't worry if you don't see them right away.

STEP 7: After your visit is complete, close your app or browser.

Trouble starting your video visit?

We've put together a [basic troubleshooting guide](#) to help you navigate some of the most frequently addressed issues. Your provider's office can also assist with troubleshooting.