

MyChart | Your Interactive Health Record

How to Do a MyChart® Video Visit on Your Mobile Device

Cleveland Clinic offers scheduled video visits through your secure MyChart® account. Follow the steps below to start your visit on time.

Download the MyClevelandClinic™ app

The MyClevelandClinic™ app connects you to your MyChart account so you can access all your health information in one place.

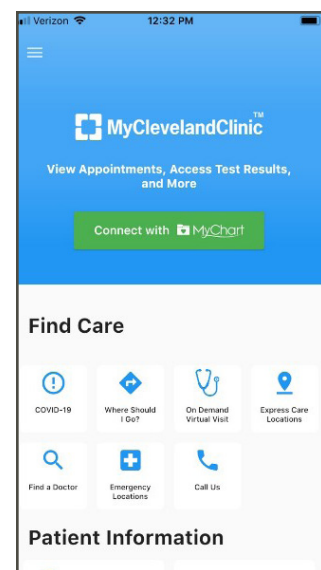
You can have MyChart video visits on either MyClevelandClinic or the MyChart mobile app. Download either app for free at the App Store or Google Play™.

For more about MyClevelandClinic, visit clevelandclinic.org/app.

Privacy and security

Cleveland Clinic values your privacy and security. Your video visit will use a secure, encrypted connection that protects your private information.

If you need help at any time, call MyChart Support at 866.915.3383.

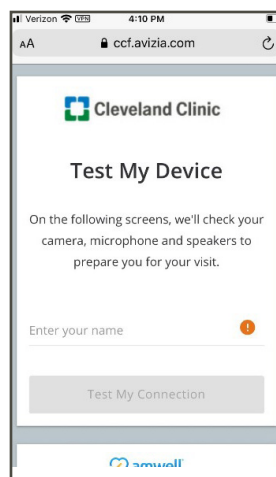
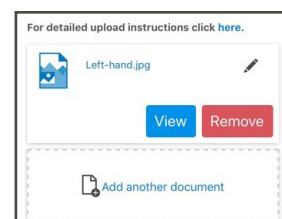
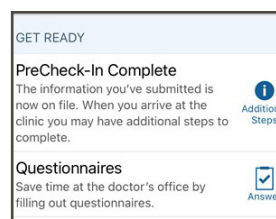
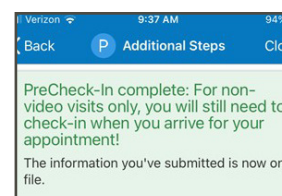
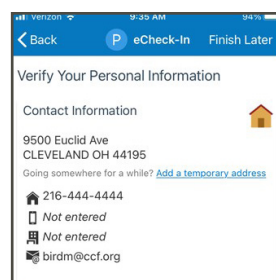
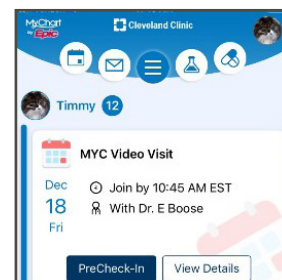
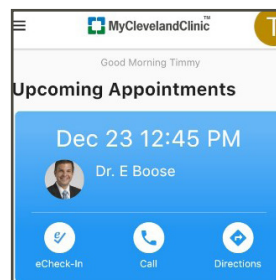


Before your video visit

Complete these steps at least one day before your video visit, if possible. For same-day appointments, allow at least 15 minutes.

1. If you haven't already, download the MyClevelandClinic or MyChart mobile app from the App Store or Google Play.
2. From either app, log in to your MyChart account. On the home screen, find your appointment.
3. Tap **PreCheck-In**. You must do this before starting your visit. You can do it up to seven days before your visit.
4. Make sure your information is correct. Answer all required questions.
5. When finished, tap **Close** to return to your appointment details.
6. To complete your pre-visit questionnaires, tap **Questionnaires**.
7. If you want to share any images with your provider before your visit, use the **Document/Image/Photo ID** questionnaire. Follow the steps provided.
8. Do a test visit at <https://ccf.avizia.com/#/techcheck>.

Your MyChart mobile account is now set up for video visits.

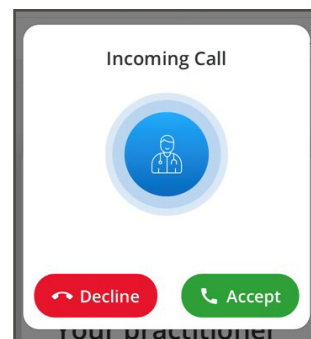
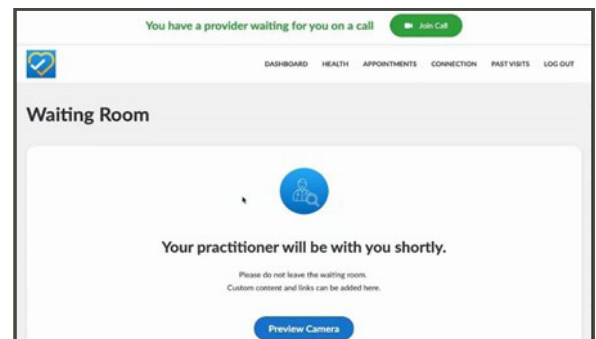
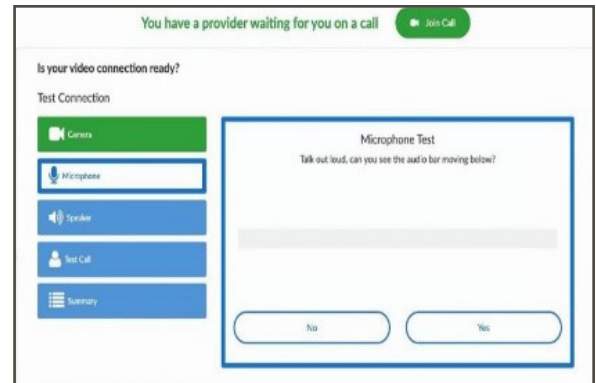
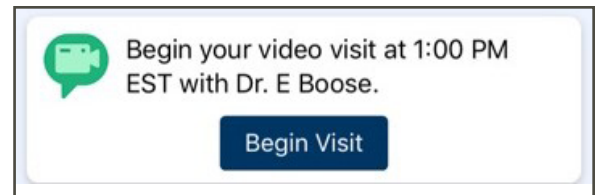


Join your video visit

You may connect up to 15 minutes before your visit time. You will not be able to connect 20 minutes after your visit time. Your visit will be canceled, and you will need to reschedule it.

1. Open the MyClevelandClinic or MyChart mobile app. Log in to your MyChart account.
2. On the home screen, find your appointment. Tap **Begin Visit**.
 - The system will help you check your camera, microphone and speakers to make sure they work.
 - You will see “Your practitioner will be with you shortly.”
3. When your provider is ready, you will see “Incoming Call.” Tap **Accept**.
4. Use the icons at the bottom of your screen to turn your microphone on or off, turn your camera on or off, or send a chat message.
5. Tell your provider if you would like a guest to join the visit. Your provider can send your guest a text or email message with a secure link to join.
6. Your provider will end the video visit when it’s over.

Please note: You will not be able to connect to your video visit 20 minutes after your scheduled time, and you must complete PreCheck-In before you connect. If you are still completing PreCheck-In 20 minutes after your visit time, you will see an error message. Your visit will be canceled. Contact your provider’s office to reschedule it.



Internet browsers

MyChart video visits work best on these internet browsers:

- Android devices: Chrome
- Apple devices: Safari

Note: MyChart video visits won't work on Internet Explorer.

Troubleshooting

- If your video visit gets disconnected, go back to MyChart and tap **Begin Visit** again.
- If the video quality is poor, try switching from WiFi to data or vice versa. Depending on your mobile service, you may be charged to use data.
- If you continue to have issues, your provider can send you a text or email message with a secure link to join the visit.

Video visits for children and loved ones

To start a video visit for your child or an adult you care for, access their MyChart account from yours. [Here's how](#). In MyChart, select their account and follow the steps above.