

## **MyChart | Your Interactive Health Record**

# How to Attend a MyChart® Video Visit on Your Computer

Cleveland Clinic now offers video visits for scheduled appointments through your secure MyChart® account. Follow the steps below to make sure you can start your visit on time.

### **Privacy and Security**

Cleveland Clinic values your privacy and security. MyChart video visits use Zoom™ for Telehealth, a HIPAA-compliant service that is integrated with Cleveland Clinic's electronic health record and MyChart. This means that your video visit will use a secure, encrypted connection that protects your confidential information.

You must connect to your video visit through the MyChart website or mobile app. You will not be able to connect directly from the Zoom website or app. For added security, be sure you are using the most up-to-date version of Zoom Cloud Meetings (4.6.12 or higher).

### **When to Connect**

You may connect up to 15 minutes prior to your appointment time. You will be unable to connect 20 minutes after your scheduled time, and your appointment will be canceled.

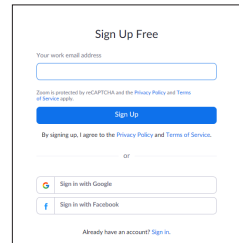
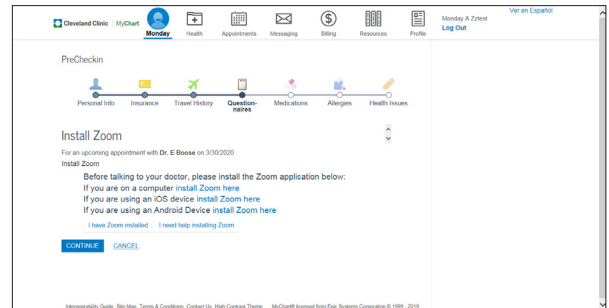
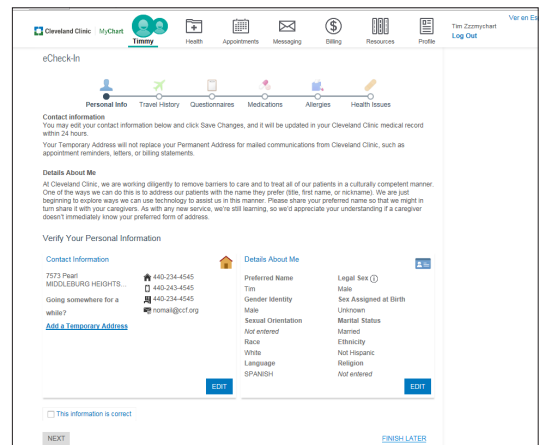
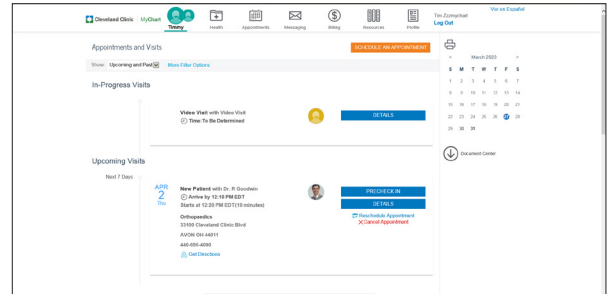
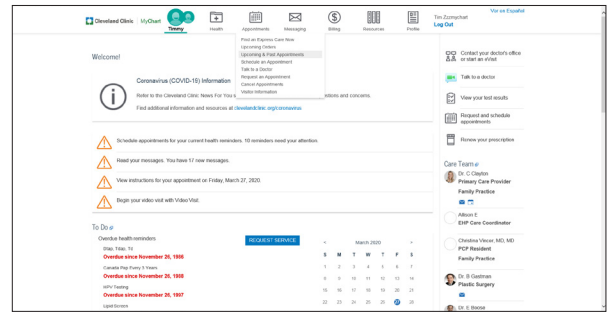
**If you need help at any time, please contact MyChart Support at 866.915.3383.**

## Prior to Your Appointment

Please allow up to 15 minutes to complete these steps.

1. Log in to your MyChart account at <https://mychart.clevelandclinic.org/>.
2. From the **Appointments** menu, select **Upcoming and Past Appointments**.
3. Select **PRECHECK IN** for your video visit appointment.
4. Verify your information and answer all required questions.
5. During precheck-in you will be prompted to install Zoom. Tap the link to install Zoom on your computer.
6. Once installation is finished, you can close Zoom. When you begin your video visit, Zoom will launch automatically.
7. Finish precheck-in prior to logging out of MyChart.

Your MyChart account is now set up for video visits.

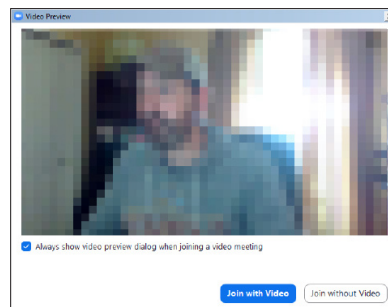
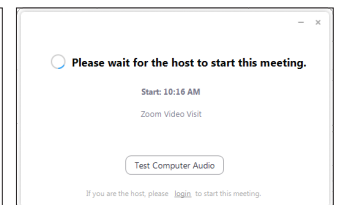
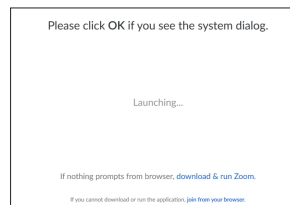
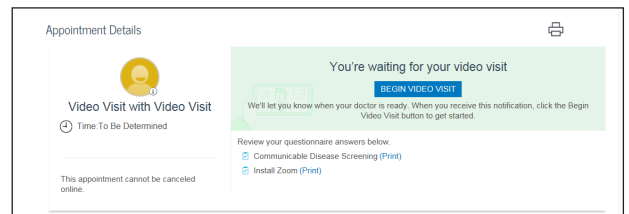
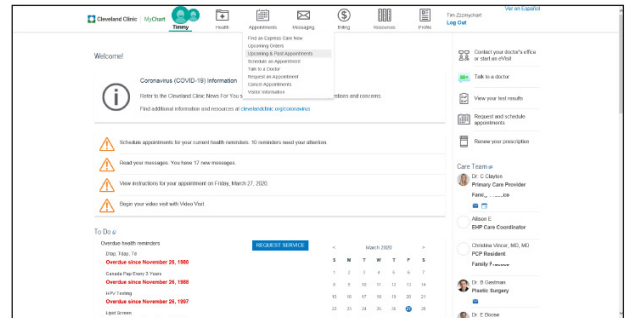


## When You Are Ready to Join Your Appointment

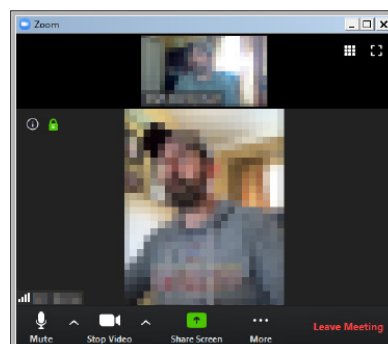
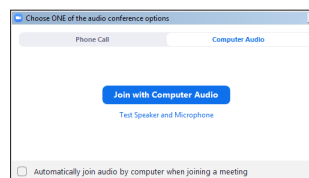
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1. Log in to your MyChart account at <https://mychart.clevelandclinic.org/>.
2. From the **Appointments** menu, select **Upcoming and Past Appointments**.
3. Select your video visit appointment and click **Begin Video Visit**.
  - It may take up to a minute to load the screen.
  - The screen will display **“Please wait for the host to start this meeting”** until your provider connects and starts your appointment.
  - You can test your computer audio from the Zoom wait screen.
4. Your appointment will launch when your provider joins.
  - You will be prompted to join with or without video. Select **Join with Video**.
  - You will be prompted to join audio. Select either **Phone Call** or **Computer Audio**. Click **Test Speaker and Microphone** to check that your computer speaker and microphone are on.
  - You now will see video of your provider and yourself.

You are ready to begin your MyChart video visit.

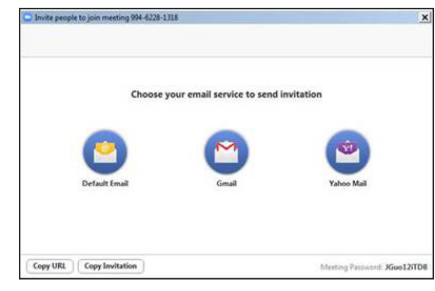
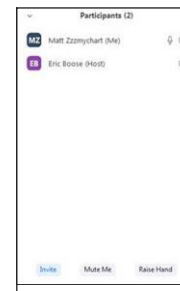
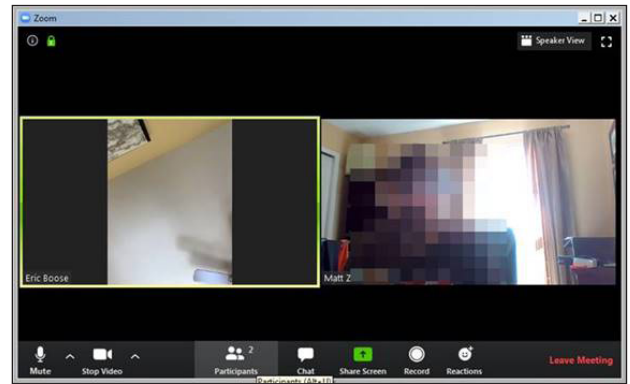


Video images have been blurred intentionally. The actual video visit quality may vary based on your internet connection.



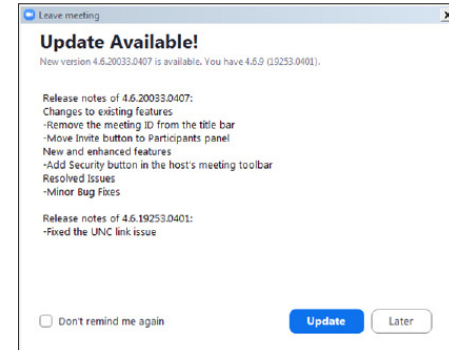
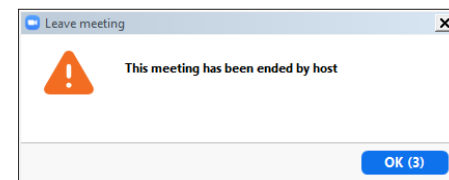
**5. During your video visit, you can invite a guest to join you and your provider.**

- Tap the **Participants** icon on the menu bar at the bottom of your screen.
- The **Participants** page will display. Tap the **Invite** button in the bottom left corner.
- Tap **Send Email** to email an invitation or **Send Message** to text an invitation to your guest. Your guest can join your video visit by clicking the link in the invitation.
- Your guest must use a device that is connected to the internet, has a forward-facing camera and has the Zoom app. If they do not have the Zoom app, they will be prompted to download it when they click the link.



**6. When your visit is complete, your provider will end the visit.**

- A **Leave meeting** window will display. Tap **OK** to exit.
- An **Update Available** message from Zoom may display. Click the **Update** button to ensure that you have the most optimized and secure version of Zoom for future calls.

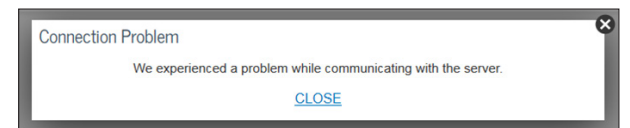


**Please note: You will not be able to connect to your appointment 20 minutes after your scheduled time.**

You must complete precheck-in before connecting to your video visit.

If you are still completing precheck-in 20 minutes after your scheduled visit, you will see a **Connection Problem** message. Your appointment will be canceled.

If this occurs, please call your provider's office to reschedule your appointment.



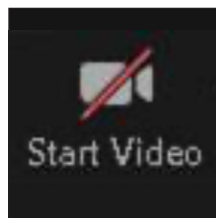
## Troubleshooting

### Connection Issues

- Make sure you have launched Zoom from your appointment in MyChart.
- Check your internet browser settings and make sure pop-ups are allowed.
- If the connection is lost, go back to MyChart and restart the video for your appointment.

### Video Issues

- At the bottom of the screen, if the video icon is crossed out, click it to start the video.



### Audio Issues

- At the bottom of the screen, if the microphone icon is crossed out, click it to unmute.
- If you cannot hear your provider, check the volume settings on your computer.

