

MyChart | Your Interactive Health Record

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

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.

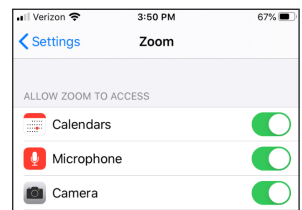
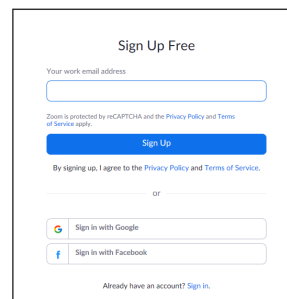
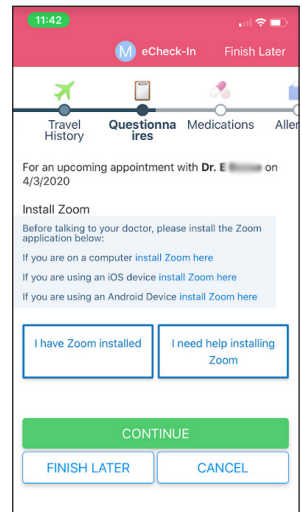
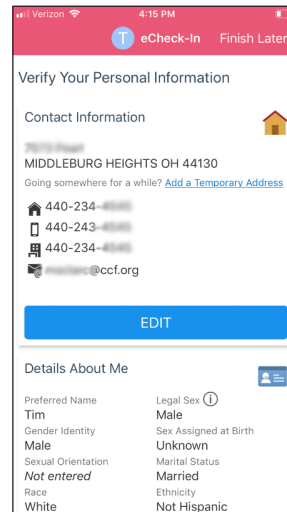
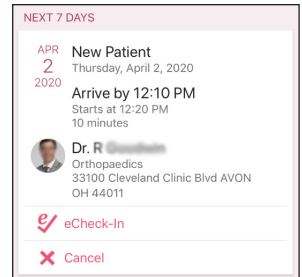
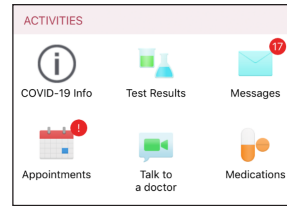
Prior to Your Appointment

Please allow up to 15 minutes to complete these steps.

1. If you haven't already done so, download the MyChart mobile app from the App Store or Google Play™ store.

Be sure to select **Cleveland Clinic** as your provider prior to logging in for the first time.
2. Log in to the MyChart app and tap **Appointments**.
3. Tap your upcoming video visit appointment.
4. Tap **eCheck-In**. This step is required prior to starting your visit.
5. Verify your information and answer all required questions.
6. During eCheck-In, you will be prompted to install the Zoom app. Tap the appropriate link for your device (iPhone® or Android™).
7. Once finished, you can close the Zoom app. When you begin your video visit, Zoom will launch automatically.
8. Finish eCheck-In prior to logging out of MyChart.
9. In your phone settings, check the Zoom settings and enable access to the microphone and camera.

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



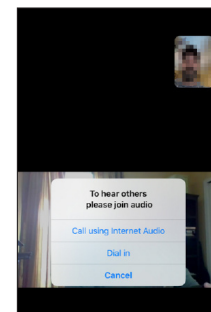
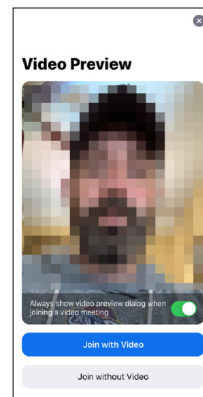
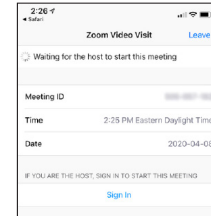
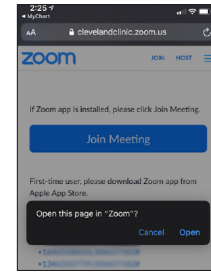
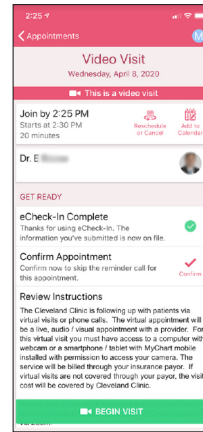
When You Are Ready to Join Your Appointment

You may connect up to 15 minutes prior to your appointment time. You will not be able to connect 20 minutes after your scheduled time, and your appointment will be canceled.

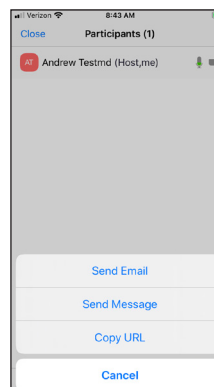
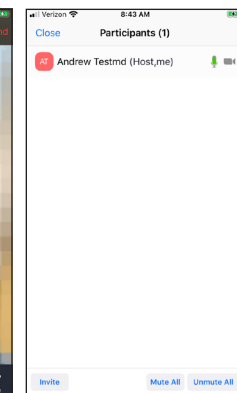
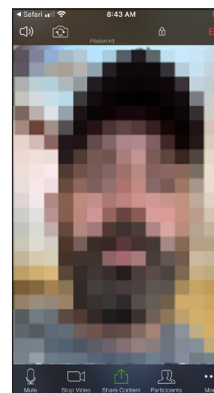
1. Log in to your MyChart app and tap **Appointments**.
2. Tap your video visit appointment.
3. Tap the green **Begin Visit** button.
 - It may take up to one minute to load the screen.
 - You will then see the Zoom site launch in your mobile browser.
4. Confirm you would like to open the page in the Zoom app.
 - A screen will display, advising you to wait until your provider connects and starts your appointment.
 - There is no need to use the **Sign In** button.
 - When your provider arrives, you will be asked to either Join with Video or Join without Video. Select **Join with Video**.
5. Your appointment will launch when your provider joins.
 - You will be prompted to join audio. Select **Call using Internet Audio**.

You are ready to begin your MyChart video visit.

6. 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.



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



7. When your visit is complete, your provider will end the visit.

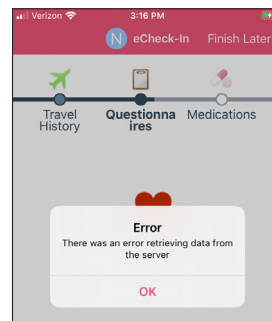
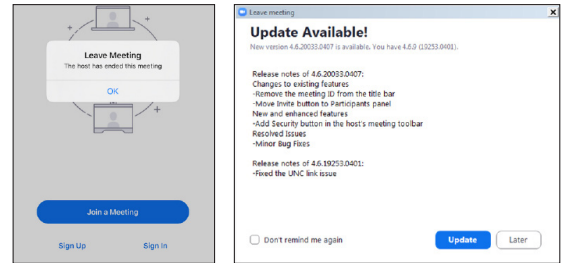
- You will be prompted to **Leave Meeting**. Tap **OK** to exit.
- An **Update Available** message from Zoom may display. Tap the **Update** button to ensure that you have the most optimized and secure version of Zoom for future calls.

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

You must complete eCheck-In before connecting to your video visit.

If you are still completing eCheck-In 20 minutes after your scheduled visit, you will see an **Error** message. Your appointment will be canceled.

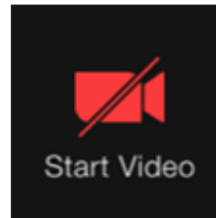
If this occurs, please call your provider's office to reschedule your appointment.



Troubleshooting

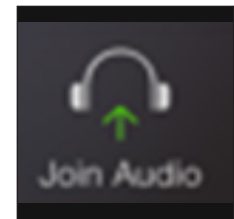
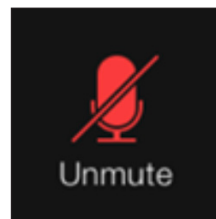
Video Issues

- Make sure you have launched Zoom from your appointment in MyChart.
- Tap the screen so that the menu appears at the bottom of the app.
- If the **video icon** is red, tap it to start the video.
- If the video still isn't working, check your phone settings and make sure camera access is enabled for Zoom.



Audio Issues

- Tap the screen so that the menu appears at the bottom of the app.
- If the **microphone icon** is red, tap it to unmute.
- If the icon on the left says **Join Audio**, tap it to join the call.
- If the audio still isn't working, check your phone settings and make sure microphone access is enabled for Zoom.



Connection Issues

- If the connection is lost, go back to MyChart and restart the video for your appointment.
- If the video quality is poor, try switching from WiFi to data, or vice versa. Note that you may incur charges when using data.

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