



Step-by-Step Guide for MyChart Video Visits Using a Mobile App

This guide will provide step-by-step instructions for using a mobile device to connect to a video visit with your healthcare provider. To receive the maximum benefit of your video visit without delays, please review and follow these instructions to ensure you are prepared for your appointment.

Part I: Day before Your Appointment

1. Make sure you have the Baptist Health MyHealth app downloaded onto your device to access MyChart through your MyHealth app.



If you already have MyHealth installed on your device, Skip to step 1b

To reset your MyChart password, call 502-253-4820 or 844-764-7820.

- a. **Downloading MyHealth:**

MyHealth: From your smart phone or tablet, go to the app store and search for the Baptist Health MyHealth app. Click Get (Apple devices) or Install (Android devices) and download to your device. You can also get the app here:

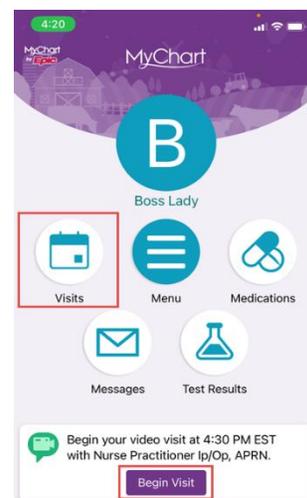
<https://baptisthealth.page.link/VirtualCare>



Part II: Day of Your Appointment

1. Open the MyHealth app on your smart phone or tablet.
2. To log in to MyChart, select MyChart from the bottom bar of the app and enter your username and password.
3. Once you've logged in, tap the **Visits** icon or **Begin Visit** from your feed.

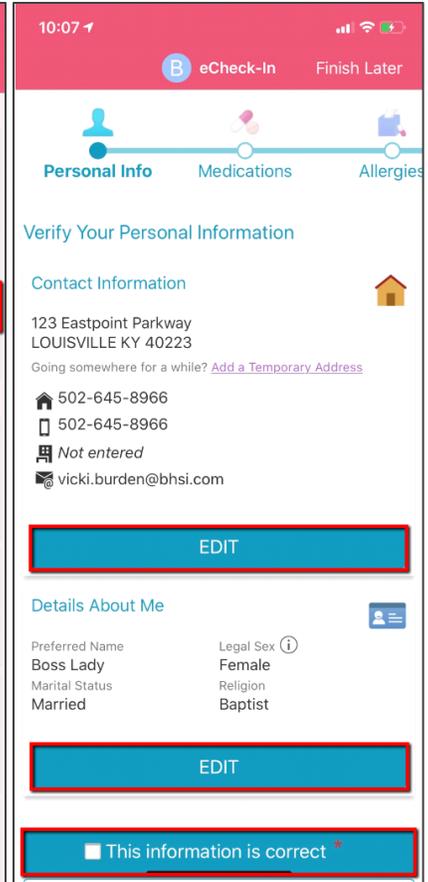
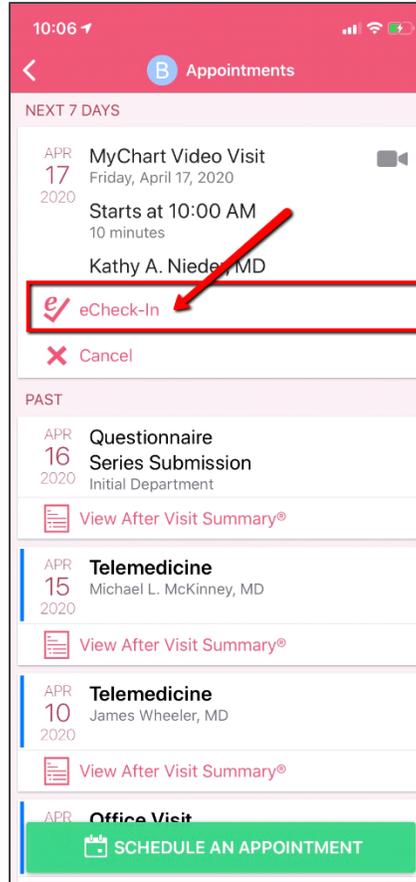
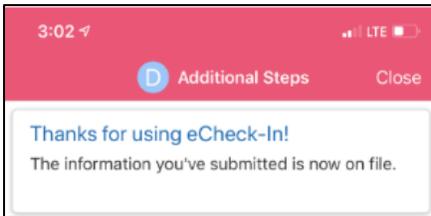
Note: You can login to your visit up to 30 minutes prior to the start time. If you are having trouble connecting to your visit, please contact the office. Please know that if you are more than 30 minutes late connecting to your visit, the appointment will be canceled.





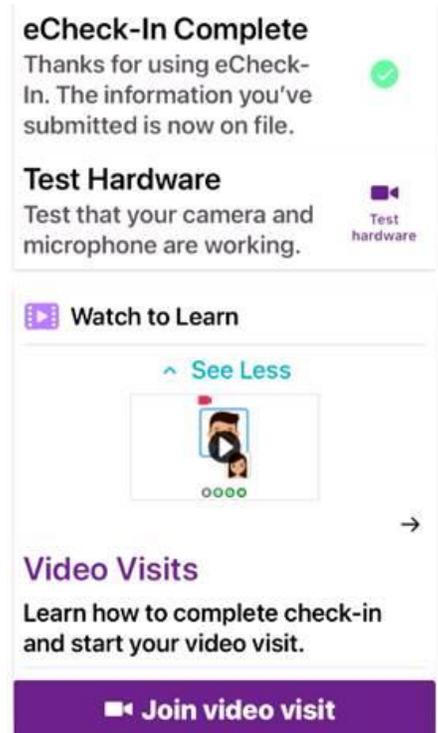
4. From the Appointments screen, locate your scheduled Video Visit and tap **eCheck-In**. Review and/or update the information on each screen. Once the information has been updated or verified as correct, tap **This Information is Correct**.

Note: eCheck-In must be completed before the video visit can begin. You should allow for extra time to complete this step before your scheduled appointment. Be sure to continue through the prompts until you receive the message below:



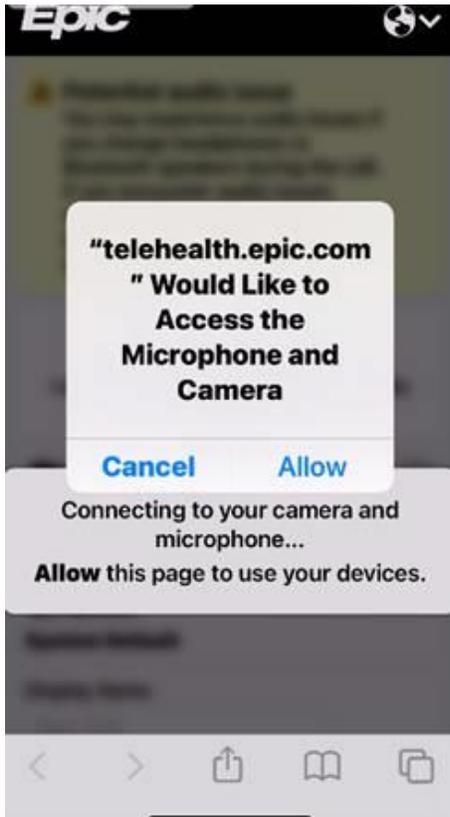
5. Once eCheck-In is complete, tap **JOIN VIDEO VISIT** at the bottom of the MyChart Video Visit appointment screen as shown in the image to the right.

Note: The option to begin the video visit will not be available until 30 minutes prior to the appointment.





- MyChart will automatically launch you into Twilio on your browser to connect to the Video Visit. Ensure you click **Allow** for your phone to access your camera and microphone.



- You will then be prompted to a hardware test where we also recommend testing your speaker. After completing this, click **JOIN CALL** to be placed in the virtual waiting room where your provider will arrive at the time of your visit.





Waiting for others to connect...

Patient Name: Red Tyto

Appointment Time: November 17, 2022 at 8:45 AM

Connection Strength: 

Note: You can access your audio and video settings during the visit if needed by clicking the three dots next More Options in the upper right of your screen. You can also see your signal strength, participant list, and mute or camera disconnect buttons.

