



Step-by-Step Guide for MyChart Video Visits Using a Computer

This guide will provide step-by-step instructions for using your computer to connect to a MyChart 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. You will need access to both MyChart and Zoom via the web. MyChart uses the Zoom Video Client to connect you with your healthcare provider by video. If you already have Zoom downloaded on your computer, skip to step 1b (Zoom Prep/Testing).

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

a. Downloading Zoom

Zoom: Open your web browser and go to <u>zoom.us</u>. Click on the **Resources** dropdown, and select **Download Zoom Client**.



Click to download the first option in the list, **Zoom Client for Meetings**. Follow the on-screen prompts provided by your web browser to successfully complete the download. *Note: You do NOT need to set up a Zoom account or sign in.*





b. Zoom Prep/Testing:

Once Zoom has been downloaded, check your computer to ensure your webcam and microphone are functioning properly by visiting <u>https://zoom.us/test</u>.

zoom	SOLUTIONS -	PLANS & PRICING	CONTACT SALES	JOIN A MEETING HOST.	
		Join Me	eting Test		
Test your internet connection by joining a test meeting. Join If you are unable to join the meeting, visit Zoom Support Center for useful information					

Part II: Day of Your Appointment

- 1. Log in to your MyChart account by opening your web browser and going to <u>www.baptisthealth.com/mychart</u>.
- 2. Once you've logged in, click the **Visits** icon at the top of the screen or the **Begin Visit** button in 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.

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enu 🌔	Uisits	🖂 Messages 🛛 Te	est Results	Medications		
Welcome						
🧊 Begin y	our video visit	at 4:00 PM EST with Com	ımunity Ca	re Provider.	Begin Visit	t

 From the Visits screen, locate your scheduled Video Visit and click ECHECK-IN. Review and/or update the information on each screen. Once the information has been updated or verified as correct, click This information is correct and then click Next to proceed to the next screen. When you have finished, click Submit.

Locating your Appointment and Clicking ECHECK-IN (Images continued next page):

😑 Menu 💿 Visits 🖂 Messages 🛃	Test Results 🔕 Medications		
Appointment Details			
MyChart Video Visit with Community Care Provider Wednesday March 10, 2021 4:00 PM EST Add to calendar	Confirm Let staff know you don't need a reminder call.	Get ready for your visit eCheck-In Save time by completing eCheck-In ahead of time. You must complete eCheck- In before joining the video visit	t Test hardware Test that your webcam and microphone are functioning correctly.









Completing the eCheck-In Process:

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📄 Menu 💿 Visits 🤇	Messages 👗 Test Results 💰	Medications		
eCheck-In				
Ρ	ersonal Info Questionnaires	Medications	Sign Documents	
Verify Your Personal Info Please ensure we have y appointment reminders	ormation /our mobile phone number. This i , and other important communic	is an important piece of info ation from your provider.	rmation as we use this number f	or
1234 AMB Way LEXINGTON KY 40515 Going somewhere for a while? Add a temporary address	 育 502-555-6719 □ 502-259-7760 (preferred) 開 Work phone not entered マ erin.hebner@bhsi.com 	Preferred First Name (i) Erin Boss Marital Status Married	Legal Sex (j) Female Religion None	4
This information is correct Next Finish later	Ed			Edit

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 shown in the image to the right.

Appointment Details

Thanks for using eCheck-In!

The information you've submitted is now on file.

4. Once eCheck-In is complete, click **BEGIN VIDEO VISIT** from the Appointment Details screen as shown in the image below.

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







5. MyChart will open Zoom to connect to the Video Visit. Be sure to click **Open Zoom Meetings** if prompted. **Wait for your host (Healthcare Provider) to join and start the meeting.**



 Once they join, select "Join with Video" to enable the camera and video visit so that you and your Healthcare Provider can see each other.



Note: You can access your audio and video settings during the visit if needed by clicking the up arrows next to the Microphone or Video icons at the bottom-left of your screen.



If you attempt to join the video meeting without downloading Zoom, a Zoom download will begin automatically. Follow the on-screen prompts provided by your web browser to successfully complete the download.



Once the download has finished, proceed with steps 5 and 6 above, being sure to click **Open Zoom Meetings** if prompted and **waiting for your host (Healthcare Provider) to join and start the meeting.**