

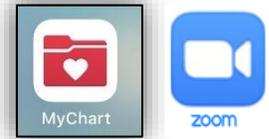


Step-by-Step Guide for MyChart Video Visits Using a Mobile App

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 both mobile apps needed for your video visit. You will need both MyChart and Zoom. MyChart uses the Zoom Video Client to connect you with your healthcare provider by video.



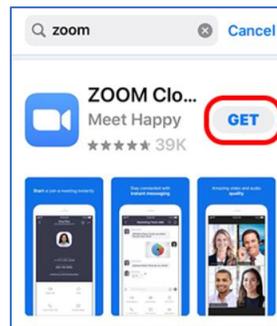
If you already have these apps installed on your device, Skip to step 1b (Zoom Prep/Testing).
To reset your MyChart password, call 502-253-4820 or 844-764-7820.

a. Downloading the Apps:

MyChart: From your smart phone or tablet, go to the app store and search for the MyChart app. Click Get (Apple devices) or Install (Android devices), select Baptist Health and download to your device.



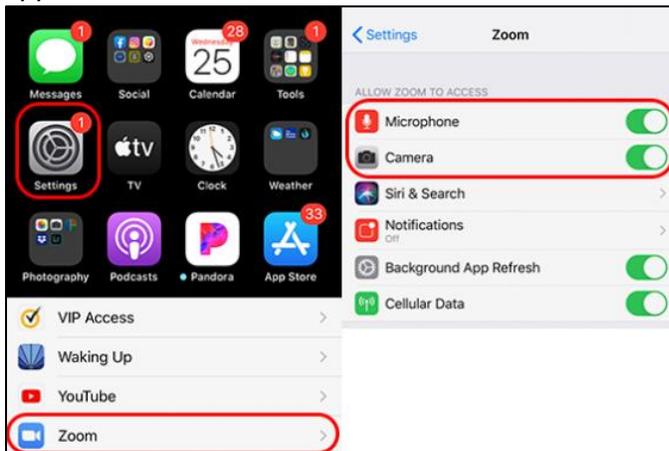
Zoom: From your smart phone or tablet, go to the app store and search for the Zoom app. Click Get (Apple devices) or Install (Android devices) and download to your device. *Note: You do NOT need to set up a Zoom account.*



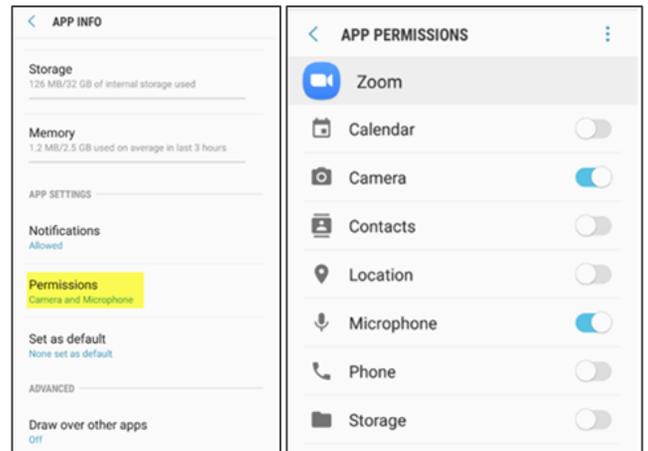
b. Zoom Prep/Testing:

Once Zoom has been downloaded, from the home screen of your device go to **Settings**. Scroll all the way to the bottom of the list to find Zoom. Select **Zoom** and be sure the microphone and camera permissions/access are turned **on**. Return to your home screen.

Apple Devices:



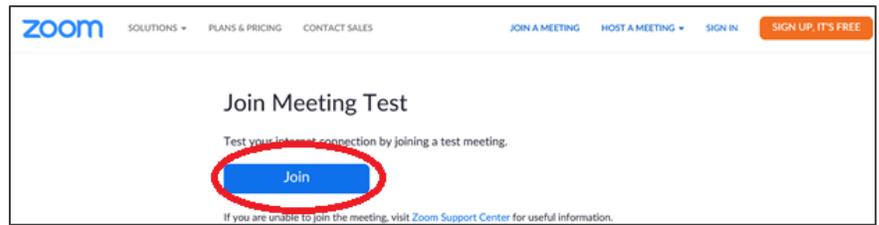
Android Devices:





Zoom Prep/Testing (Continued):

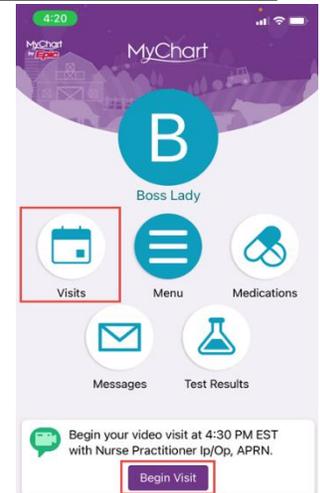
Check your device to ensure your webcam and microphone are functioning properly by visiting <https://zoom.us/test>.



Part II: Day of Your Appointment

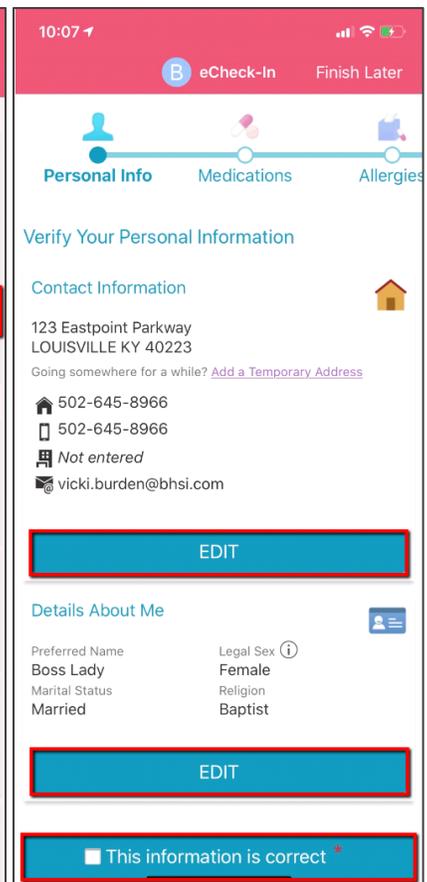
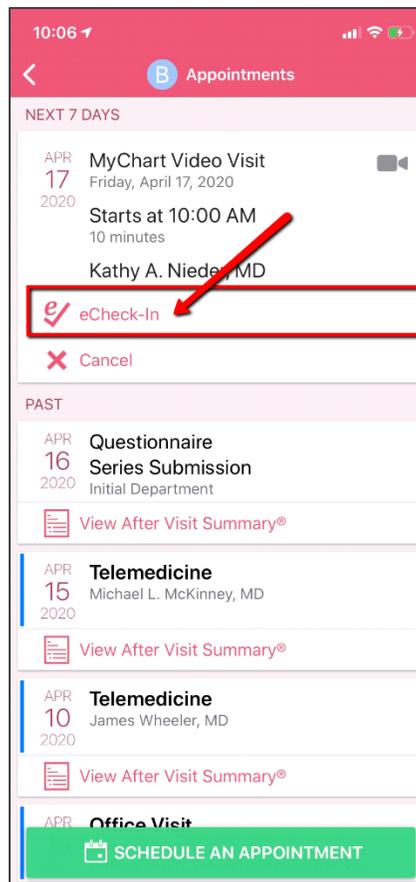
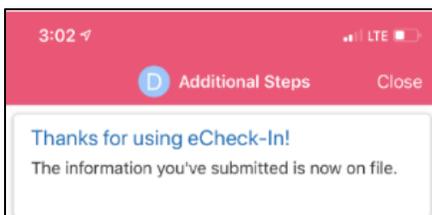
1. Open the MyChart app on your smart phone or tablet to log in.
2. Once you've logged in, tap the **Visits** icon or **Begin Visit** from your feed.

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.



3. 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**.

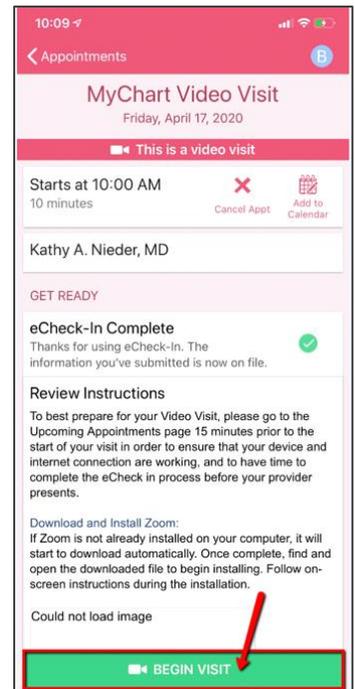
Note: eCheck-In must be completed before the video visit can begin. You should allow for extra time to complete this step before your scheduled appointment. Be sure to continue through the prompts until you receive the message below:



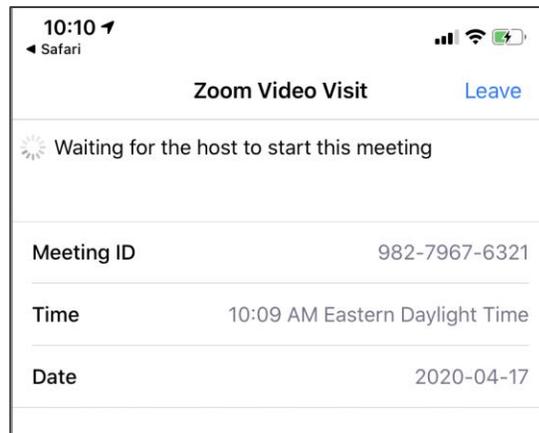


- Once eCheck-In is complete, tap **Begin Visit** at the bottom of the MyChart Video Visit appointment screen as shown in the image to the right.

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



- MyChart will prompt you to use Zoom to connect to the Video Visit. **Wait for your host (Healthcare Provider) to join and start the meeting.**



- Once they join, select **“Call using Internet Audio”** when prompted, and **“Join with Video”** to enable the camera and video visit. (*Note: Do NOT select Dial in, otherwise you will leave the Zoom app and your Provider will not be able to see your video.*)

Note: You can access your audio and video settings during the visit if needed by tapping the More icon.



If you attempt to join the video meeting without downloading Zoom, you will receive an error message. Return to Step 1 a-b for instructions on installing and configuring the Zoom app.

