



bing MyChart for your Zoom Appointment

1. Log into MyChart at https://mychart.bmc.org/mychart/



2. Click on Visits then click on Appointments and Visits:



- 3. Click on your appointment and select Details.
- 4. When it is time to join your appointment, click Begin Video Visit

Appointment Details	
Telephone with Chava Chapman, MD	It's time to start your video visit! BEGIN VIDEO VISIT When you are ready to talk to your doctor, click the button below.
 Thursday April 02, 2020 10:30 AM EDT Add to Calendar 	 Fill out the following questionnaire before your video visit: Patient Medical History (Not Started) Visit Instructions This is a telehealth visit. Your provider will call you on this date and time in lieu of an in-person appt. Please stay near your phone around your appt time.
This appointment cannot be canceled online. To cancel, please call 617-414-5951.	

5. You can join 15 minutes early. Any earlier, the Begin Video Visit button will be greyed out:

BEGIN VIDEO VISIT

You cannot join the video visit at this time.

- 6. You have up to 15 minutes after your appointment time to join a video visit. Any later than that, the visit will disappear in the Appointments and will not be able be join. Please contact the clinic to reschedule.
- 7. After you click **Begin Video Visit**, you will be directed to download and launch Zoom.
- 8. When it prompts you, click "**Open Zoom Meetings**" (or download and run if you are not prompted)
- 9. You may also run Zoom without downloading and instead press **Join from Browser** (but you will not get the full Zoom experience and may lack some functionality)
- 10. When you join the Video Visit using Zoom, you will see this screen as you wait for your provider to join. You do not have to do anything at this point. Your provider will be joining you shortlya. If you downloaded the Zoom App:



- b. If you joined by browser, it will say "The meeting has not started"
- 11. Once connected, you will join the Zoom meeting and be prompted to connect to audio. You may either use your Computer Audio or call in from a telephone using the "Phone Call" option.
 - a. If you join by Phone Call, enter the 9 digit Meeting ID
 - b. After entering the meeting ID, enter Participant ID

