

# MyChart Video Visit

## How to Connect via Phone or Tablet

(Recommended)



INSTRUCCIONES EN ESPAÑOL SE PUEDE ENCONTRAR AL FONDO

### 1. Download MyChart App

- a. Open the App Store or Google Play on your smart phone or tablet.
- b. Search for **MyChart**.
- c. Select **Get** or **Download**.
- d. Open the **MyChart** app.
- e. Read and accept the terms at the bottom.
- f. Search for and select **HoustonMethodist**.
- g. Log in with your Houston Methodist **MyChart** username and password.

### 2. Sign Consent Forms

- a. Log in to **MyChart**.
- b. Select **Messages**.
- c. Select the message entitled **Video Visit Consent Form and Patient Instructions**.
- d. Select the **Telemedicine Consent Form** hyperlink. Sign in if needed.
- e. Read and sign the form.

### 3. Connect to Your Video Visit

- a. Log in to the **MyChart** app.
- b. Select **Appointments** from the main screen.
- c. Select **MyChart Video Visit** appointment with **green camera** icon.
  - i. If prompted, allow access to your microphone and camera.
- d. At the bottom, select **Begin Visit** to begin your video visit.
- e. Once connected, wait for your provider to join.
- f. If you have trouble connecting, call the support line at 713.441.7265.

### 4. Video Visit Requirements and Trouble-Shooting Tips

- A stronger network connection via Wi-Fi or LTE will increase video and sound quality.
- Your mobile device should be adequately charged or plugged in during the visit.
- If the app quits upon connecting, reboot your device and try again.
- If the provider can't hear you and you are on an iPhone, ensure the ring/silent switch is on or use headphones.
- If the call gets disconnected from the video feed, both users should disconnect and reconnect to the visit.
- Video visits should be performed in a safe, private and secure location where you are comfortable discussing personal health information. Please do not connect while operating a motor vehicle.

# MyChart Video Visit

## How to Connect via Computer/Laptop

### 5. Sign Consent Forms

- a. Log in to **MyChart**.
- b. Select **Messages**.
- c. Select the message entitled **Video Visit Consent Form and Patient Instructions**.
- d. Select the **Telemedicine Consent Form** hyperlink.
- e. Please read and sign the form.

### 6. Test Camera and Microphone

At least 30 minutes before your scheduled video visit, test the video function in **MyChart** by following these instructions:

- a. Log in to MyChart.com. If prompted, allow access to your microphone and camera.
- b. Select the **Visit** tab.
- c. Select **Upcoming Appts**.
- d. Select **Test Hardware**. A new window will open, and you may be asked to download a plug-in.
  - i. If successful, the icons for camera, microphone, speakers and network will turn **green**.
  - ii. If an issue is detected, it will alert you. If you are unable to fix the issue, try a mobile device.

### 7. Connect to Your Video Visit

- a. Log in to **MyChart** website.
- b. Select the **Visit** tab.
- c. Select **Upcoming Appts**.
- d. Select **MyChart Video Visit**.
- e. Select **Begin Video Visit**.
- f. Once connected, wait for your provider to join.
- g. If you have trouble connecting, call the support line at 713.441.7265.

### 8. Video Visit Requirements and Trouble-Shooting Tips

- A stronger network connection via Wi-Fi or Hotspot will increase video and sound quality.
- Video visits should be performed in a safe, private and secure location where you are comfortable discussing personal health information. Do not connect while operating a motor vehicle.
- Your computer/laptop should be adequately charged or plugged in during the visit.
- If the video gets disconnected, both users should disconnect and reconnect to the visit.
- Your surrounding environment should be quiet with adequate lighting.

# VISITA DE VIDEO EN MYCHART COMO CONECTAR POR SMARTPHONE O TABLETA



## DESCARGAR EL APP MYCHART

1. Oprime App Store o Google Play en su smartphone o tableta
2. Busque por “MyChart” (una palabra)
3. Oprime INSTALAR
4. Abra a la app MyChart
5. Lea y acepte las condiciones
6. Busque por y oprime HOUSTON METHODIST
7. Ingrese con su nombre de usuario y contraseña

\*Si ya tiene la app MyChart con otra organización, o le gustaría añadir otra organización, oprime CAMBIAR ORGANIZACIÓN en la cima de la pantalla.

## FIRME EL FORMULARIO DE CONSENTIMIENTO

1. Ingrese a MyChart
2. Oprime MENSAJES
3. Abra el mensaje “Video Visit Consent Form and Patient Instructions”
4. Oprime “Telemedicine Consent Form” (ingrese si es necesario)
5. Por favor lea y firme el formulario

## CONECTAR A SU VISITA DE VIDEO

1. Ingrese a la app MyChart
2. Oprime CITAS desde la pantalla principal
3. Oprime la cite MyChart Video Visit (con icono de cámara)
4. En el fondo, oprime INICIAR VISITA para iniciar la visita de video
5. Desde allí, le tomará a la pantalla donde esperará por su doctor. Cuando conecte, el/ella aparecerá en cima de su video

## VISITA REQUIRIMIENTOS Y CONSEJOS

- Visitas debe ser hecho en un lugar seguro y privado donde esta cómodo discursando su salud personal. Por favor no conecte mientras manejar un vehículo
- Una conexión fuerte por WiFi o LTE ayudará la calidad de su video y audio
- Su smartphone debe ser cargado adecuadamente o enchufado durante la visita
- Si el doctor no le puede escuchar y tiene iPhone, asegúrese que su audio está funcionado
- Si la conexión desconecta, ambos usuarios deben desconectar y reconectar