

# MyChart Video Visits

## Preparing Patients for Their Visit

Below are two different telephone scenarios for helping patients set up MyChart for their upcoming Houston Methodist video visits.

### PHONE CALL

01. Call patient's mobile number.
02. Hello, this is [YOUR NAME] with Houston Methodist. I'm looking for [PATIENT NAME].
03. Hi [PATIENT NAME], I'm calling to make sure you're prepared for your video visit with Dr. [PROVIDER NAME] at [TIME]. Have you had a video visit in MyChart before? **If YES, skip to step 12.**
04. Do you have the MyChart app downloaded on your phone? It has a red folder with a white heart in the middle. **If YES, skip to step 12.**
05. Okay do you have time to download it now? If NO, call back later.
06. Do you have an iPhone or Android device?
  - a. iPhone – Go to the **App Store**. It's a blue app with a white A made of sticks.
  - b. Android – Go to **Google Play**. It's an app with a colorful play symbol.
07. Search for "MyChart" (one word) and find the app with a red folder and a white heart.
08. Click **Download** or **Get**.
09. Once it's downloaded, open it.
10. Accept the terms at the bottom.
11. Search for "Houston" and select Houston Methodist – Leading Medicine.
- 12. Log in with your MyChart username and password.**
  - a. If you can't remember your password, click "**Forgot Username or Password**".
13. Once logged in, click on **Forms** and sign the **Telemedicine Consent Form**.
14. To connect to your video visit, click on **Appointments** (calendar icon).
15. Click on the camera next to your video visit.
  - a. Gray if appointment is not within an hour.
  - b. Green within an hour of the visit.
16. Click **Begin Visit** at the bottom five minutes before your appointment and wait for the doctor to join.

### VOICEMAIL

Hi [PATIENT NAME], this is [YOUR NAME] from the telemedicine team at Houston Methodist. Just calling to make sure you're all set for your video visit today.

As a reminder, please:

01. Download the MyChart app on your phone.
02. Log in with your Houston Methodist username and password.
03. Click on **Appointments** (calendar icon).
04. Click on the camera next to your video visit.
05. Click **Begin Visit** and wait for the doctor to join.

If you have any questions, you can reach me at [CALLBACK NUMBER]. We are looking forward to your video visit.

