

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

1. Call patient's mobile number.
2. Hello, this is [YOUR NAME] with the Houston Methodist. I'm looking for [PATIENT NAME].
3. 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**
4. 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
5. Okay do you have time to download it now? If NO, call back later.
6. 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.
7. Search for "MyChart" (one word) and find the app with a red folder and a white heart.
8. Click **Download** or **Get**.
9. 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 **Appointments** (calendar icon).
14. 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
15. Click Begin Visit at the bottom 5 min 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.

