

MYCHART VIDEO VISIT

HOW TO CONNECT VIA PHONE OR TABLET

(PREFERRED METHOD)



DOWNLOAD MYCHART APP

1. Open the App Store or Google Play on either your smart phone or tablet
 2. Search for “MyChart”
 3. Select Get or Download
 4. Open the MyChart app
 5. Read and accept the terms at the bottom
 6. Search for and select Houston Methodist
 7. Log in with your Houston Methodist MyChart username and password
- *If you already have the MyChart app for another organization, or would like to add other organizations, select the Providers button at the top left-hand side of the screen.

SIGN CONSENT FORMS

1. Log in to MyChart
2. Select FORMS from main screen
3. Please read and sign the **TELEMEDICINE CONSENT FORM** and **NOTICE OF NONCOVERAGE (Medicare only)**

TEST CAMERA & MICROPHONE

1. Log in to MyChart
2. Select APPOINTMENTS from the main screen
3. Select the MyChart Video Visit appointment (with gray camera icon)
 - If prompted, allow access to your microphone and camera
4. If you see **BEGIN VISIT** at the bottom, you are in the right location

CONNECT TO YOUR VIDEO VISIT

1. Log in to the MyChart App
2. Select APPOINTMENTS from the main screen
3. Select the MyChart Video Visit appointment (with green camera icon)
 - If prompted, allow access to your microphone and camera
4. At the bottom, select **BEGIN VISIT** to begin your video visit
5. Once connected, wait for your provider to join.
6. If you have trouble connecting, please call the support line at 713-363-9411

VIDEO VISIT REQUIREMENTS & TIPS

- Video visits are limited to 15 minutes
- You must be in the state of Texas at the time of your video 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.
- A stronger network connection via WiFi or LTE will increase video and sound quality
- Your mobile device should be adequately charged or plugged in during the visit
- If the provider can't hear you and you are on an iPhone, ensure the ring/silent switch is on
- If the call gets disconnected from the video feed, both users should disconnect and reconnect to the visit

MYCHART VIDEO VISIT HOW TO CONNECT VIA COMPUTER/LAPTOP

SIGN CONSENT FORMS

1. Log in to MyChart.com
2. Select FORMS from main screen
3. Please read and sign the TELEMEDICINE CONSENT FORM and NOTICE OF NONCOVERAGE (Medicare only)

TEST CAMERA & MICROPHONE

At least 30 minutes before your scheduled video visit, please test the video function in MyChart.

To do so, please follow the instructions below:

1. Log in to MyChart.com (If prompted, allow access to your microphone and camera)
2. Select the VISIT tab
3. Select UPCOMING APPTS
4. Select TEST HARDWARE (A new window will open, and you may be asked to download a plug-in)
 - a. If successful, the icons for camera, microphone, speakers and network will turn green
 - b. If an issue is detected, it will alert you. If you are unable to fix the issue, try a mobile device

CONNECT TO YOUR VIDEO VISIT

1. Log in to MyChart website
2. Select the VISIT tab
3. Select UPCOMING APPTS
4. Select the MyChart Video Visit
5. Select BEGIN VIDEO VISIT
6. Once connected, wait for your provider to join
7. If you have trouble connecting, please call the support line at 713-363-9411

VIDEO VISIT REQUIREMENTS & ADDITIONAL TIPS

- Video visits are limited to 15 minutes
- You must be in the state of Texas at the time of your video 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.
- A stronger network connection via WiFi or HotSpot will increase video and sound quality
- 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